User Guide

BlackBerry Z10 Smartphone

Version: 10.2.1

BlackBerry

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Get started

Getting to know your device

New in this release

Introducing BlackBerry 10 OS version 10.2.1

This software update introduces great new features to help you be more productive, and more in control. Discover more ways to prioritize your communications, read web content offline, customize menus, download Android apps, and monitor the battery power level so you can be more productive for longer.

BlackBerry Hub

The BlackBerry Hub now features customizable notifications, the ability to filter the message list using a pinch gesture, and the ability to compose messages in plain text or rich text.

For more information, see BlackBerry Hub and Sounds, notifications, and ring tones.

BlackBerry Keyboard

A floating action bar above the keyboard helps you easily complete or cancel common actions. If you often need to type in more than one language, the keyboard allows you to switch languages quickly by using the comma (,) key. You can turn on or turn off this feature on the Language and Input settings screen.

For more information, see Keyboard and typing.

Calendar

You can view a specific date in the calendar by tapping the top of the screen and selecting a date. You can use existing calendar information to create follow-up meetings, and with the Cisco WebEx Meetings app installed, you can schedule WebEx meetings.

For more information, see Calendar.

Contacts

When you save a contact, you can select the account that you want to save it to, and you can move contacts between accounts. You can create groups within your contacts so that you can easily send messages to everyone in the group, set up meetings, and share files. For each of your contacts, you can set unique notifications for phone calls and different types of messages, including BBM, email, text, and other social feeds.

For more information, see Contacts and Sounds, notifications, and ring tones.

Phone

You can answer a call on your device by touching and holding the circle at the bottom of the screen and sliding your finger to the left. Slide your finger to the right to decline a call.

For more information, see Phone.

BlackBerry Browser

Save a webpage to your device so that you can read it at a later time, whether you are connected to a network or not. You can also go to your favorite Android app website and download apps to your device. If you use BlackBerry Balance, apps are downloaded to your personal space and can't access the data in your work space. Download apps that you trust. Your device doesn't check the integrity of the APK files that you download.

For more information, see Browser and see Getting to know your device.

Settings

You can set up your device to use a picture password instead of a traditional password. You can specify which options appear in the Quick Settings menu that appears when you swipe down from the top of the home screen. You can also specify the order of these options, and switch between your personal space and work space from the Quick Settings menu.

From the Device Monitor screen, you can view how much storage space and battery power each of your apps is using. You can see information about CPU, memory, and mobile network or Wi-Fi network usage.

For more information, see Security, Getting to know your device and Battery and power.

Introducing BlackBerry 10: Overview

Introducing the reinvented BlackBerry – an intelligent and intuitive experience that constantly adapts to your needs. Designed around three main views – your messages, your minimized apps, and all apps – BlackBerry 10 OS allows you to effortlessly flow between tasks and applications with quick and simple gestures.

BlackBerry Hub

The BlackBerry Hub gathers all of your messages and notifications into one convenient location. Receive and respond to email, text messages, social networking messages, BBM chats, and instant messages. With a single gesture from any screen, you can peek at your notifications, peek further into BlackBerry Hub to see your messages, or peek at your upcoming meetings and events.

You can filter the types of messages that appear in the BlackBerry Hub, as well as show message attachments that you receive. You can set prioritization rules for messages (for example, messages from people who are attending an upcoming meeting with you) to show the most important messages and notifications in the BlackBerry Hub.

With Instant Preview notifications, you can view email, BBM messages, text messages, and more almost anywhere on your device. You can also reply to your BBM and text messages without leaving your current app.

For more information, see BlackBerry Hub and Sounds, notifications, and ring tones.

BlackBerry Keyboard

Your BlackBerry device is designed to learn what you tend to say and where in a sentence you tend to say it. Your device uses this information to try to predict what word you might type next and displays suggested words on the BlackBerry Keyboard. Simply flick the word up onto the screen to type efficiently with just one hand. The tone for key presses on shift, symbol, and delete keys are different so you can distinguish the keys from regular key presses. And you can even type in two or more languages at once!

For more information, see Keyboard and typing and Language.

BBM Video with Screen Share

Have face-to-face video conversations with your BBM contacts over HSPA+, 4G LTE, and Wi-Fi networks. Start BBM Video from the Phone or the Contacts app, or switch from a BBM chat to a BBM Video conversation, by simply tapping an icon. You can even share your screen with your contact by tapping an icon, and show your photos or presentations while you continue talking.

For more information, see BBM Video.

Camera

Your device has front and rear cameras for taking high resolution pictures and recording HD videos. You can open the camera from the home screen, and take a picture or record a video by tapping anywhere on the screen. Time Shift mode captures several milliseconds before and after your picture, so you can pinpoint the best frames to create the perfect shot. And from the camera, you can peek at the last picture that you took to see if you captured what you wanted.

For more information, see Camera.

BlackBerry Story Maker

BlackBerry Story Maker allows you to combine your pictures, videos, and music into an HD movie that you can view later and quickly share with others through an email, a text message, social networking accounts, and more. You can select a song for background music, add intro titles and end credits, and apply themes. When you save a BlackBerry Story Maker video and close the app the video continues to save in the background.

For more information, see BlackBerry Story Maker.

BlackBerry Remember

A combination of memos and tasks, the BlackBerry Remember app helps you organize your interests, ideas, and projects. You can group related photos, lists, messages, emails, and links. Generate tasks from email messages and turn your content into actions from anywhere on your device. You can assign a time and date to indicate when an item is due or when you want to return to the item, and those items appear in the Calendar app and the BlackBerry Hub calendar notifications.

For more information, see Remember.

Contacts

The Contacts app contains details about the contact, the updates and company news from the contact's social network, and the events that you and the contact have in common. You can filter your contacts by using the account type (for example, you can choose to view only BBM contacts). You can also create favorites and use photos from social networking accounts to represent contacts.

For more information, see Contacts.

Calendar

The Calendar app is integrated with the BlackBerry Hub, the Contacts app, and other apps and accounts. Using the account settings, you can add web calendars to the device by subscribing to ICS feeds. You can filter your calendar events for each of your social networking accounts. From a reminder notification, you can send a message to the meeting organizer or all attendees. At a glance, you can view the people you are meeting on a particular day. The Calendar even suggests participants and locations, based on previous email and meetings.

For more information, see Calendar.

BlackBerry Browser

The new BlackBerry Browser is powerful, responsive, and super-fast. When you're browsing and you find something you want to share, you can post it to a social network with just a few gestures. Viewing your browsing history is also just a few quick taps away. You can view webpages in Reader mode to remove distracting clutter, and invert the colors to display white text on a black background.

For more information, see Browser.

Share, stream, or display your media files

With just a few taps from within your apps, you can easily share your music, pictures, videos, documents, webpages, and contacts with others over email, BBM, a Bluetooth connection, NFC, social networking accounts, and more. You can also stream your media to supported DLNA Certified devices such as computers, TVs, or other home entertainment equipment, or use an HDMI cable to display your media files on a TV or computer.

For more information, see Media sharing.

Picture editing

You can edit pictures directly on your device. Crop and rotate the picture, reduce red-eye, or apply a variety of enhancements and artistic styles.

For more information, see Pictures.

Video editing

You can edit videos directly on your device. Change the length of the video, rotate the image, and make enhancements such as brightness and color.

For more information, see Videos.

Search

You can search your entire device for files, settings, apps, help, and more. Either type your search term, or say it, from the home screen or from within an app. You can narrow your search to include only specific apps, or extend your search to include Internet sources.

For more information, see Search.

Voice Control

The Voice Control app can make multitasking easier. You can speak your commands and perform a variety of actions virtually hands-free. Use the Voice Control app to send messages, make calls, book meetings, search the Internet, post tweets, and more. Open the Voice Control app by pressing and holding the mute button on the side of the device, or from the keyboard by tapping and holding the microphone icon.

For more information, see Voice Control.

BlackBerry World

Discovering great apps is easier than ever with app recommendations based on similar purchases. You can choose an app, then quickly share it to social sites with just a few gestures from within the app. BlackBerry World features a unified storefront for apps, games, themes, music, and videos. Parental controls let you hide content that you don't want children to access.

NFC and Smart Tags

Near Field Communication (NFC) is a short-range wireless technology that's designed for transferring data quickly. BlackBerry Tag uses NFC technology to exchange files (including pictures, music, contact info, and even webpages) between your BlackBerry device and other NFC-enabled devices simply by tapping the back of your devices together. You can also use NFC on your device to pay for items, and to create and store Smart Tags containing URLs, phone numbers, and more that you can share with others.

For more information, see NFC and Smart Tags.

BlackBerry Balance

Take your device to the office for access to work email, apps, and data without compromising the personal use of your device. Your personal apps and information are kept separate and private from work data and apps. Easily switch between your work space and personal space with a simple gesture.

For more information, see About BlackBerry Balance .

What's different about BlackBerry 10?

How do I get back to the home screen?

- In many apps, you can tap **Back** to return to the previous screen.

- To minimize an app and return to the home screen, swipe up from the bottom of the screen.

How do I get to the menu?

There is no Menu key on BlackBerry 10 devices. You can open menus by tapping the icons at the bottom of the screen, and by touching and holding items on the screen.

Touch and hold an item to open a menu of actions for that item (for example, to share an image)
Tap the left icon to navigate within an app (for example, to switch between browser tabs or view your bookmarks)
Tap to open a menu of actions for the app (for example, to add a bookmark)
NATIONAL GEOGRAPHIC
Photography
Birds of Paradise
Legendary Feathered Friends
Photo of the Day
nationalgeograph
BlackBerry

How do I change my settings and options?

Do any of the following:

- To change the settings in an app, swipe down from the top of the screen. Tap .
- To see other options in many apps, tap .
- To change your BlackBerry device settings and connect to mobile and Wi-Fi networks, on the home screen, swipe down from the top of the screen. Tap **Settings**.

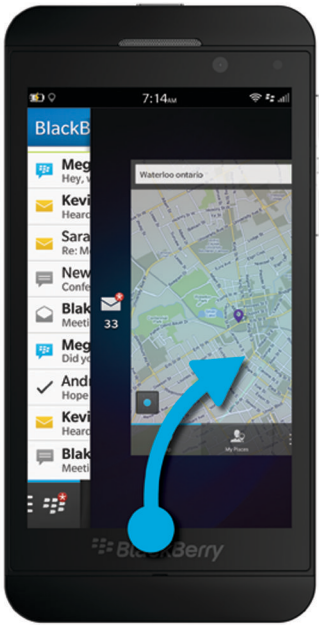
To see all device settings, tap Settings
To change the settings for a feature, tap the label
To turn on or turn off a feature, such as Wi-Fi, tap the icon. When the feature is turned on, the icon is blue.
Settings
Rotation Lock
Bluetooth
Wi-Fi
Alarm
Silent Mode
Balance
Calculator
Contacts
BlackBerry

Where is my email or other messages?

All of your email, text messages, social networking notifications, missed calls, and voice mail messages can be found in the BlackBerry Hub. The BlackBerry Hub isn't like other apps on your BlackBerry device. It's at the core of the BlackBerry 10 experience, and it's always running so that you stay connected no matter what you're doing on your device.

To get to the BlackBerry Hub, on the home screen, slide your finger right.

You can also peek at the BlackBerry Hub or open it from anywhere on your device using a simple gesture:



Where are the phone keys and my notification profiles?

- BlackBerry 10 OS includes the following built-in notification modes: Normal, Phone Calls Only, Vibrate Only, Silent, and All Alerts Off.
- You can quickly turn on Silent mode by swiping down from the top of the home screen and tapping .
- You can set custom ring tones for contacts in the Contacts app.
- To set notifications for particular types of messages, on the home screen, swipe down from the top of the screen and tap **Settings** > **Notifications**.
- To answer a call, touch and hold the circle at the bottom of the screen and slide your finger to the left. Release your finger from the screen once the circle covers .

- To decline a call, touch and hold the circle at the bottom of the screen and slide your finger to the right. Release your finger from the screen once the circle covers .

Where are my apps?

Some of the apps that you used on your old BlackBerry device might not be available on your BlackBerry 10 device. In the BlackBerry World storefront, you can check if your old apps are available for download on the **My World** screen or find new apps.

How do I edit or move text?

There's no need for a trackpad or trackball on a BlackBerry 10 device! Just touch and hold your finger on text to show a menu with options to select, cut, copy, and paste text. You can move the cursor or insert text into a specific location using fine cursor control.

Select text

Touch and hold a character or word.

- To cancel your selection, tap anywhere on the screen.
- To change your text selection, drag the handles.

Move text

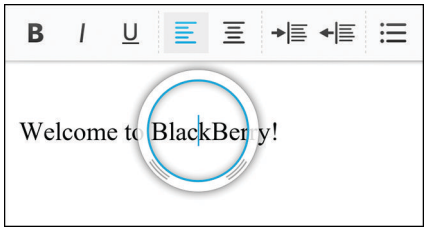
1. Press and hold your finger on a word or in a text field.
2. Release your finger from the screen. A menu with text editing options appears.
3. Tap an option.

Tip: If you aren't sure what a menu icon means, press and hold the icon to see what it does. Slide your finger off the icon to avoid selecting it.

Insert the cursor

1. Tap a word or text field to show the cursor.
2. • To move the cursor to another spot, drag the circle.
   • To move the curosor one character at a time, tap the top, bottom, left or right of the circle.
3. Insert text where you place the cursor.

Tip: Make sure that you place your finger on the outer part of the circle so that you can still see the cursor.



Where are my tasks, memos, and voice notes?

- If you used BlackBerry Link to transfer the files from your old BlackBerry device to your new device, your tasks, memos, and voice notes should be in the new BlackBerry Remember app.
- If you previously used tasks in BBM Groups, you still have access to those tasks in BBM.

Where do I find my files?

You can find your files in the File Manager app. If you added a work account to your BlackBerry device and your administrator turned on BlackBerry Balance technology, your device data, apps, and network access are divided into a work space and a personal space. The separate spaces help you to avoid accidentally copying work data into a personal app, or displaying confidential work data during a BBM Video chat. To switch between your work space and personal space, drag your finger down on the middle of the home screen and tap **Personal** or **Work**.

Where can I find my device info and passwords?

Where can I find my PIN?

In BBM, tap your profile picture. On your profile page, your PIN appears below your barcode. In an email or text message, you can also type **mypin** to display your PIN.

How do I find my own phone number?

On the home screen, tap the icon. In the **Calls** or **Contact** view, in the center of the screen , swipe down and your phone number will appear at the top of the screen. In an email or text message, you can also type **mynumber** to display your phone number.

Where is Password Keeper?

The Password Keeper app is available for download in the BlackBerry World storefront. If you used BlackBerry Link or a media card to transfer your data from a BlackBerry device running BlackBerry Device Software 5.0 or later, you can restore your Password Keeper passwords from your old device after you download and open the Password Keeper app.

Where can I find details about my device OS and hardware?

On the home screen, swipe down from the top of the screen. Tap **Settings** > **About**. To change the type of information displayed, tap an option in the drop-down list.

How do I search?

If you are looking for something on your BlackBerry device or the Internet, at the bottom of the home screen, tap .

What is BlackBerry Link?

BlackBerry Link is the latest version of BlackBerry Desktop Software and can be used with your BlackBerry 10 device. You can use BlackBerry Desktop Software with devices that are running BlackBerry 7.1 and earlier.

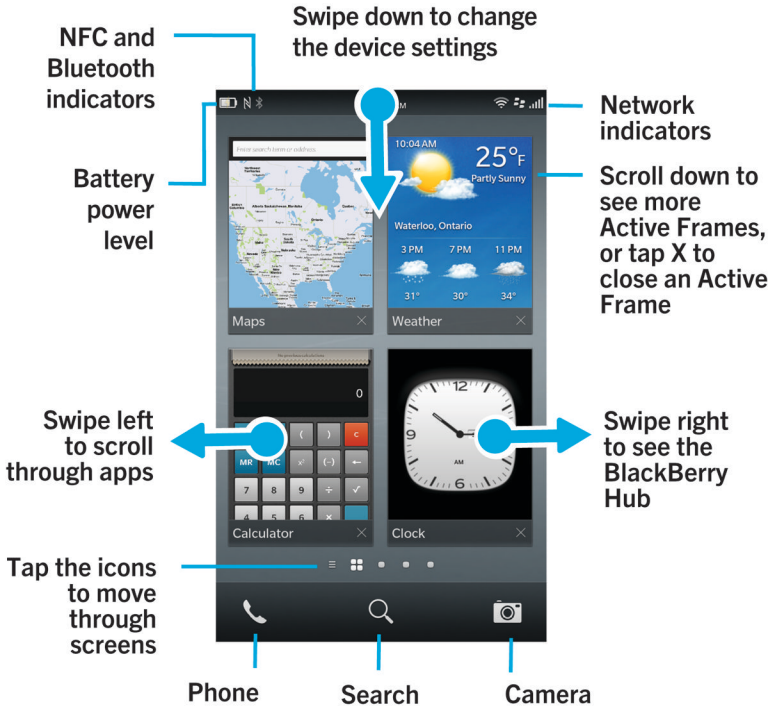
BlackBerry Link is software that you can install on your computer to link data, media files, and applications on your BlackBerry device to your desktop computer.

To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink and select the Windows or Mac option.

Home screen, keys, and icons

Your device at a glance

Home screen at a glance



Application icons

Icon	Description
	BlackBerry Hub Access all of the messages and notifications that you receive from your different accounts from one convenient location.
	Contacts Access the contacts from all of your accounts, as well as their updates and your shared activities, in a single app.
	Browser View webpages more easily using the reader mode, and share webpages quickly with your contacts.
	Calendar View all your events in one place, including events you added from your email accounts and social networking accounts. You can filter events according to your account.

Icon	Description
	BBM Chat in real time by using text or video, and share files with up to 30 BBM contacts.
	Text Messages Send and receive SMS and MMS messages, if provided as part of your wireless service plan.
	BlackBerry World Download, buy, rate, and review apps, games, music, and videos.
	Remember A productivity app for collecting and categorizing the information you want to remember.
	Docs To Go Create, edit, and format Microsoft Word documents and Microsoft Excel spreadsheets. Edit, view, and present Microsoft PowerPoint presentations.
	Pictures View, edit, and share pictures that you take with the Camera app or that are saved on your device.
	Music Share your music quickly and easily with your contacts. Wirelessly play your music on home entertainment equipment.
	Videos View, edit, and share videos that you take with the Camera app or that are saved on your device. Wirelessly play your videos on home entertainment equipment.
	Story Maker Create and share a movie that you make using pictures, videos, and music on your device.
	Facebook View your Facebook notifications, upload photos and videos, and check in to Places.
	Twitter Follow the stories, ideas, and opinions that interest you by sending and receiving short messages known as tweets.
	LinkedIn Build and connect with your professional network and get access to ideas and opportunities for your career.

Icon	Description
	Maps Search for places, get turn-by-turn directions, and save favorite places.
	Games Find games to download and play. Add your friends so that you can view their games or challenge them to a game.
	YouTube Share your videos with friends, family, and the world.
	Voice Control Speak your commands to make a call, send messages, search the Internet, and more.
	Clock Track the time using a world clock, stopwatch, timer, and alarm clock.
	Calculator Perform calculations using a standard and scientific calculator, tip calculator, and unit converter.
	Compass Navigate using the compass, or let the compass connect to satellites to find your location.
	File Manager View, save, and share files that are stored on your device, on a media card, or on devices or networks that your device is connected to.
	Smart Tags Store and create tags that contain info such as text, phone numbers, and links that you can share with others on printed materials or by tapping the backs of your devices together.
	Settings Change the settings for network connections, accounts, display, language, and more.
	Adobe Reader View PDF files on your device and share them with others over email, BBM, and more.
	Phone Place conference calls, check voice mail, or move a call to BBM Video.
	Camera Includes front and rear cameras, and a Time Shift mode to help you capture the perfect picture.

Icon	Description
	Setup Set up your accounts, personalize your device, and watch tutorials about using BlackBerry 10 OS.
	Help Find out how to do things quickly on your device, read FAQs, and learn tips that can help increase your productivity.

Notification icons

The notification icons show you that you have new or unopened items for your accounts in the BlackBerry Hub. When you have a new item, the indicator appears on the notification icon. You can peek at your notification icons by sliding your finger up from the bottom of the screen from anywhere on the device.

Icon	Description
	Email message
	Text message
	BBM message
	Facebook message
	Twitter message
	LinkedIn message
	Phone call
	Notification messages from apps and services such as BlackBerry World

Setup and activation

Inserting the micro SIM card, battery, and media card

Remove the battery door

Tip: The battery door is flexible and may bend when you remove it.

To remove the battery door, pull up the bottom of the battery door.

Insert or remove the micro SIM card

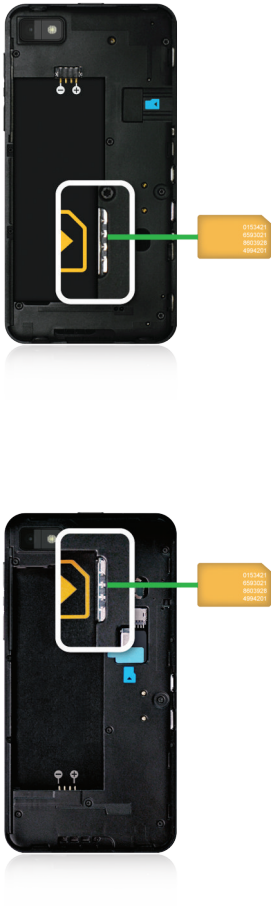
CAUTION: Your BlackBerry device is designed for use with a micro SIM card. To avoid possible damage to your device, do not insert a SIM card adapter into your device.

Depending on your service provider and where you purchased your device, the micro SIM card might already be inserted.

To insert the micro SIM card, slide it into place as shown.

To remove the micro SIM card:

1. Push the micro SIM card partly out by placing your index finger in the opening.
2. Slide the micro SIM card out completely using either your index finger and thumb, or by pressing on the top of the micro SIM card with your thumb.

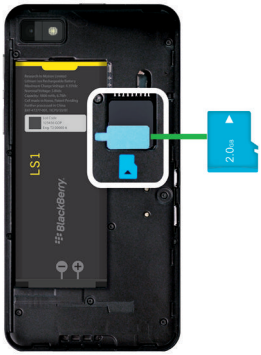


Insert a media card

Tip: You can insert or remove a media card while your BlackBerry device is turned on. You don't need to turn off or restart your device.

A media card is optional. If a media card is included, it might already be inserted.

To insert the media card (microSD card), with the metal contacts facing away from you, slide the card into the slot to the right of the battery.



Insert or remove the battery

Before you start using your BlackBerry device, you should charge the battery. The battery in the box that your device came in isn't fully charged.

Do one of the following:

- To insert the battery, align the contacts.
- To remove the battery, from the end opposite to the battery contacts, lift and pull the battery out.

Set up your device

The first time your BlackBerry device starts, the Setup app opens. The Setup app needs a network connection, so make sure your device is connected to a mobile network or is within range of a Wi-Fi network. After the initial setup, you can open the Setup app by tapping the **Setup** icon on the home screen.

The Setup app prompts you to enter an existing BlackBerry ID or create a new one. If you are not sure if you already have a BlackBerry ID, on your computer, visit www.blackberry.com/blackberryid.

You can use the Setup app to:

- Add your email, BBM, instant messaging, and social networking accounts
- Set up your payment options for purchases you make from the BlackBerry World storefront
- Transfer data from a device running BlackBerry 7 or 7.1

- Customize and personalize your device settings
- Watch tutorials or open the Help app to learn more about BlackBerry 10 OS

Set up email or other types of accounts on your device

You can add email accounts, social networking accounts (such as Facebook, Twitter, and LinkedIn), or even an Evernote account to your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. If you already added an account to your device, tap to add another account.

Add a personal email account

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. Change any additional settings (for example, the types of content to sync with your device).
7. Tap **Done**.

Add a social networking or Evernote account

You can add a Facebook, Twitter, LinkedIn, or Evernote account to your device. When you add an Evernote account to your device, your Evernote notebooks are available in BlackBerry Remember.

1. On the **Add Account** screen, tap **Facebook**, **Twitter**, **LinkedIn**, or **Evernote**.
2. Enter your account information.
   - If necessary, change any sync settings.
   - If you're adding a Facebook account, to change when you're reminded about friends' birthdays, in the **Birthday Reminders** drop-down list, tap a reminder option.
3. Tap **Done**. If necessary, tap **Authorize**.

Add a work account supported by BlackBerry Enterprise Service 10

If your organization uses BlackBerry Enterprise Service 10, you can add your work account to your device and take advantage of features like BlackBerry Balance. If your organization hasn't upgraded to BlackBerry Enterprise Service 10 and is using BlackBerry Enterprise Server 5 or earlier, you can still add your work account and have it use Microsoft Exchange ActiveSync. For more information, contact your administrator.

Make sure you know the following from your administrator:

- Your username
- Your enterprise activation password
- Server name

1. On the **Add Account** screen, tap > **Work Account**.
2. Enter the username, activation password, and server address for your account.
3. Tap **Done**.

After you add a work account, follow the prompts to set a work space password to use with BlackBerry Balance and to enter your work network password.

Add an email account supported by Microsoft Exchange ActiveSync

Make sure you know the following from your administrator or your email service provider:

- Your username and work network password
- Server address

When you add an email account that's supported by Microsoft Exchange ActiveSync, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **Microsoft Exchange ActiveSync**.
2. Enter the username, email address, password, and server address for the account.
   - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
   - To use your organization's VPN, set the **VPN** switch to **On**.
   - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

Add an IBM Notes Traveler email account

Make sure you know the following from your administrator or email service provider:

- Your username and work network password
- Server address

When you add an IBM Notes Traveler email account, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **IBM Notes Traveler**.
2. Enter the username, email address, password, and server address for the account.
   - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.

- To use your organization's VPN, set the **Use VPN** switch to **On**.
- To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.

3. Tap **Next**.

Add a BlackBerry email account

If you set up a BlackBerry email account (normally in the format user@<serviceprovider>.blackberry.com) on a previous BlackBerry device, to continue to receive messages for that account on your BlackBerry 10 device, you must set up a forwarding email address and then add that email address to your device.

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. On the **Forwarding** screen, complete the fields to add a forwarding email address.
7. Tap **Next**.

Note: It can take 5 to 15 minutes before your email is forwarded to the forwarding email address.

To receive your BlackBerry email on your device, make sure that you add the forwarding email account to your device.

Add an IMAP or POP email account

Make sure you know the following information from your email service provider or administrator:

- Messaging server type (POP or IMAP)
- Incoming and outgoing messaging server address
- Incoming and outgoing messaging server port numbers
- Incoming and outgoing messaging server SSL settings

Note: To increase the activation speed of IMAP email accounts, it is recommended that you enter the **IMAP Path Prefix**. For more information, contact your administrator.

1. On the **Add Account** screen, tap > **IMAP** or **POP**.
2. Enter the account information.
   - To set how frequently your BlackBerry device checks for new messages (if push email isn't supported), in the **Sync Interval** drop-down list, tap an option.
   - To change the number of messages that are initially synced to your device, in the **Initial Retrieval Amount** drop-down list, tap an option.
3. Tap **Done**.

Add a CalDAV or CardDAV account

Make sure you know the following information:

- Your username and password
- The email address associated with the account
- The server address for the account

You can add a CalDAV or CardDAV account to sync calendar events or contacts, respectively.

1. In the **Add Account** screen, tap > **CalDAV** or **CardDAV**.
2. Enter the account information.
3. Tap **Done**.

Before you switch devices

For information about how to switch to a BlackBerry device from an older BlackBerry device or a third-party device, visit www.blackberry.com/deviceswitch.

Learn what transfer options are available to you

The types of data transferred depends on the transfer method you use and the type of smartphone you're transferring data from. Data transferred might include some settings, phone history, pictures, music, browser bookmarks, and so on. For a list of the type of data that is transferred, visit www.blackberry.com/deviceswitch.

- Switching from BlackBerry Device Software 5.0 or later? On a computer, you can use BlackBerry Link to switch devices. Learn how to switch devices using BlackBerry Link.
- Switching from BlackBerry 7.0 or BlackBerry 7.1? You can use a media card on your device to switch devices. Learn how to switch devices using a media card.
- Switching from a BlackBerry device that has BlackBerry Protect installed? You can use BlackBerry Protect to transfer supported data, such as contacts, from your current device's backup file to your new device. Learn how to switch devices using BlackBerry Protect.
- Switching from an iPhone or Android device? You can download the device switch app from BlackBerry World. Learn how to switch devices using the device switch app.

Tip: If you're switching from a BlackBerry device, to see what version of software you're currently running, on the home screen of your old device, do one of the following:

- Click **Options** > **About**.
- Click **Options** > **Device** > **About Device Versions**.

Make note of your usernames and passwords

Before you switch BlackBerry devices, make sure that you have the following:

- If you have saved usernames and passwords in Password Keeper, consider temporarily writing this information down so that you have it when you're ready to add accounts to your new device.

- If you have a device running BlackBerry Device Software 5.0 or later, you might have created a BlackBerry ID that you used to log in to your device and the BlackBerry World storefront. If you log in to your BlackBerry 10 device with your BlackBerry ID, you might be able to reinstall apps that you downloaded previously from BlackBerry App World and access BlackBerry products that use your BlackBerry ID, such as BBM and BlackBerry Protect.

Note: BlackBerry App World is called BlackBerry World on BlackBerry 10 devices.

Update BBM

Although it's not required to switch BlackBerry devices, you should update to the latest available version of BBM and associate BBM with your BlackBerry ID before you switch devices.

1. To see which version of BBM you're running on your old device, look for **BlackBerry Messenger** in your list of installed applications.
2. To download BBM 7.0 or later on your old device, visit the BlackBerry World storefront or www.bbm.com.

If you can't update your version of BBM, in BBM, press the key > **Options** > **Back Up**. Select a backup option.

What if I have contacts on my micro SIM card?

Your BlackBerry 10 device uses a micro SIM card. To get a micro SIM card for your device, contact your service provider.

If you saved contacts to your old micro SIM card, to make sure those contacts aren't lost, you might need to copy those contacts to your old device before you back up your device data.

Tip: To copy contacts from your micro SIM card to your old device's built-in media storage, in your contact list on your old device, press the key > **Micro SIM Phone Book**. Press the key > **Copy All To Contacts**.

Power and charging

Turn off your device

Press and hold the **Power/Lock** key on the top of your BlackBerry device.

Put your device in standby mode

When you put your BlackBerry device in standby mode, the device screen backlight turns off and the screen locks. Wireless connections and clock alarms aren't affected.

Press the **Power/Lock** key on the top of your device.

To wake up your device, swipe up from the bottom of the device screen.

Restart or reset your device

If your BlackBerry device is running slower than usual or not responding, turning off and turning back on your device might help to solve the problem.

Do one of the following:

- To restart your device, press and hold the **Power/Lock** key on the top of your device. Tap .
- To reset your device, press and hold the **Power/Lock** key for ten seconds.

Charge your device

Before you start using your BlackBerry device, you should charge the battery that came with your device as the battery isn't fully charged.

Charge your device using the charger provided by BlackBerry in the box that your device came in. You can also charge your device using a USB cable connected to a computer, but charging might take longer.

CAUTION: Other chargers might not provide adequate power and might damage your device.

With the BlackBerry logo ( ) facing up towards the front of the device, connect the cable in the USB port on your device and plug the charger into a power outlet.

Tips: Charging your device

Your BlackBerry device uses a lithium-ion battery. To maximize your use of this type of battery, when possible, do the following:

- Avoid using your device while it's charging to help it charge faster.
- Charge your device often, even when the battery charge isn't low.
- Avoid charging, using, or storing your device in extremely hot or cold places, such as on a vehicle dashboard.
- Avoid leaving your device turned off with a low battery power level for an extended period of time.
- If your device has a removable battery and you aren't using your device for more than a few days, partially charge the battery. You can then remove the battery and store it in a dry place at room temperature to conserve battery power.

Lock or unlock your device

Tip: A quick tap on the **Power/Lock** key will put your device to sleep. This should help you conserve battery power.

Lock your screen

By locking the screen, you can help prevent your BlackBerry device from sending accidental messages or pocket dialing. Locking your device doesn't disable alerts for incoming calls or messages.

Press the **Power/Lock** key on the top of your device.

To unlock the screen, swipe up from the bottom of the screen.

Unlock your device with a network unlock code

To obtain the unlock codes for your BlackBerry device, contact your service provider.

Your device might be network locked which allows your device to make a mobile network connection with only your current service provider. For example, if you want to use a micro SIM card from another service provider, you might need to enter an unlock code.

Tip: To see the current service provider associated with your device, on the home screen, swipe down from the top of the screen. Tap **Settings** > **About** > **SIM Card**.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **SIM Card**.
3. In the **Phone Network Lock** section, tap a locked item.
4. When prompted, enter the unlock code.

CAUTION: For security reasons, each unlock code can only be entered incorrectly 10 times. If you exceed the number of allowed attempts to enter an unlock code, your micro SIM card will allow emergency calls only. For assistance, contact your service provider.

Lock your work space

If your BlackBerry device uses BlackBerry Balance technology to separate your work and personal activity, you can lock your work space and continue to access personal files, personal apps, and personal data on your device.

1. If you don't have a work space password, to create one, on the home screen, swipe down from the top of the screen. Tap **Balance** > **Set Password**. Type a password.
2. On the home screen, swipe down from the top of the screen.
   - To immediately lock your work space, tap .
   - To automatically lock your work space after a set amount of time, tap **Balance** > **Lock work space after**.

Take care to remember your work space password, as it can't be reset or recovered. When you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Lock your device with a password

Looking for a simple way to help protect your BlackBerry device data and prevent unauthorized use of your device? You can set a password so that you can lock your device when it's in open view or not in use.

1. If you don't have a password yet, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password**. Set the **Device Password** switch to **On**. Enter a password.
2. To lock your device, do one of the following:
   - Press and hold the **Power/Lock** key on the top of your device. Tap .
   - To automatically lock your device after a certain amount of time, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password** > **Lock Device After Screen Lock**.

- To automatically lock your device when it's in a BlackBerry case, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password** > **Lock Device When Holstered**.

To unlock your device, press the **Power/Lock** key on the top of your device. Swipe up from the bottom of the screen. When prompted, enter your device password.

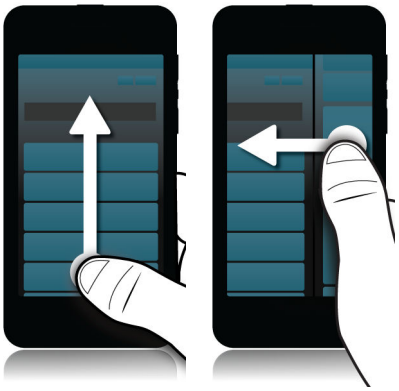
Using the touch screen

Take a moment to check out how to navigate your BlackBerry device using these basic gestures.

Scroll and move between items

Slide your finger to scroll through a list, pan a webpage, or move between pictures. You can also slide your finger to view the home screen. For example, if you're looking at the BlackBerry Hub, you can slide your finger to the left to see the home screen and your minimized apps. Slide your finger to the left again to see all your apps.

- To scroll, slide your finger up and down.
- To move between the BlackBerry Hub and the home screen, slide your finger left and right.



Use a slider

If a slider appears on your screen, you can use the slider to progress through a file, such as a song or video, or scroll through multiple pages, such as the pages of an eBook.

On the slider, drag the slider handle.

Select items

Do any of the following:

- To select an item, simply tap it. If the item can be opened it will open, if not it will be highlighted.
- To highlight an item without opening it, touch and hold the item.
- To highlight multiple items, such as pictures or songs that you want to share, touch and hold one item. Tap and tap additional items. To clear an item, tap it again.

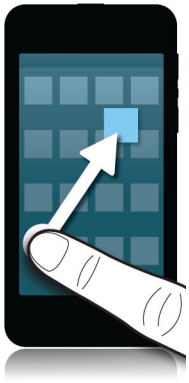
Zoom in to or zoom out from the screen

If you want a closer view of a detail in an image, or if you're having trouble reading words that are too small, you can magnify the screen by zooming in. To see more of the screen, zoom out.

Slide your fingers apart to zoom in, or slide your fingers together to zoom out.

Move items from one place to another

1. On the home screen, touch and hold the item you want to move.
2. When the item starts to pulsate, slide your finger to where you want the item to be.



Minimize apps and show your Active Frames

When you minimize an app it appears as an Active Frame on the home screen. This is great for multitasking as you don't need to do things like save and close documents before you use the browser, or restart your browser session after you check your email.

Swipe up from the bottom of the screen.

Tip: When you're done using your app, you can close it by tapping in the lower-right corner of the app.

View the BlackBerry Hub

You can peek at or open the BlackBerry Hub from anywhere on your BlackBerrydevice.

From the bottom of the screen, slide your finger up and to the right.

Tip: Keep your finger on the screen while you peek at the BlackBerry Hub. To go back to what you were doing, slide your finger back down.

Show the menus

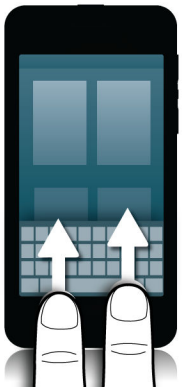
You can find additional features, options, and help by exploring the menus.

Do any of the following:

- To see the additional actions you can perform in an app, tap ⋮ or ☰.
- To see the additional actions for a specific item within an app, such as a song or a picture, touch and hold the item. To see the names of the menu items that appear on the right side of the screen, slide your finger over them.
- To find the settings and help, swipe down from the top of the screen. In an app, you can see the settings for that particular app. If you are not in an app, you can see the device settings.

Show the keyboard

Using two fingers, swipe up from the bottom of the screen.



Tip: To hide the keyboard, tap the screen outside a text entry field. If you want to hide the keyboard and there's nowhere to tap on the screen, swipe two fingers down from the top of the keyboard.

Navigating within an Android app

Some of the apps and games that are available in the BlackBerry World storefront are Android apps that were converted to be used on BlackBerry devices. In these apps, you can show or hide an action bar at the bottom of the screen or you can quickly go back to the previous screen.

Do any of the following:

- To see the additional actions that you can perform, in an app, swipe down from the top of the screen.
- To go back to the previous screen, place your finger below and halfway across the screen. Slide your finger diagonally up and to the left.

Personalizing your device

Customize your device settings

Your BlackBerry device is designed to provide you with extensive customization and control. You can take it out of the box and get started, and you can tailor and optimize your device to your needs. Get acquainted with all the options and discover more about what your device can do.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings**.

For more information about a particular setting, see the Help.

Customize your Quick Settings

The settings menu that you access by swiping down on the home screen is designed to show the settings you use most often. You can choose which settings appear, as well as their positions, so that you can quickly get to the settings that are most important to you. Quickly put your BlackBerry device into airplane mode or bedside mode, turn off your alarm, or turn on the flashlight!

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Quick Settings**
   - To add or remove items from your quick settings, select or clear the checkboxes.
   - To change the positions of items in your quick settings, tap . Touch and hold the item you want to move. Drag the item to a different location and release your finger. Tap **Save**.

Tip: If you have a lot of quick settings items, you can swipe right or left to see them all.

Download and buy apps, games, music, and videos

Apps, games, and music that you buy can be deleted and downloaded again as many times as you want to on the same BlackBerry device, and on up to four additional devices without your having to pay for the items again.

1. In the BlackBerry World storefront, tap an item.
2. In the upper-right corner of the screen, tap the button with the price displayed on it.
3. To change your payment method before you pay for an item, in the **Bill Through:** drop-down list, tap a payment method.
4. Tap **Purchase**.

Tip: To share an app, game, album, song, or video, tap . To share an app with someone using NFC technology, on the **Details** screen of the app that you want to share, align the backs of your devices.

Downloading and installing Android apps on your BlackBerry device

You can now get apps and games designed for Android smartphones and install them on your BlackBerry device!

You can find and download Android apps and games from various third-party websites and mobile market apps. Most websites and mobile market apps include an installation button that appears after you download an Android app file. You can also install an app file by opening it in the File Manager app on your BlackBerry device.

If you can't find an app file that you downloaded, you can search for the app name in the File Manager app. Most Android apps include the file name extension .apk. To search for all the Android app files that you downloaded, try searching the File Manager app for **.apk**.

CAUTION:

Apps that you install from sources other than BlackBerry World have not been reviewed by BlackBerry. These apps might pose a risk to your device and personal data. You should only install apps from trusted sources.

While most apps designed for Android smartphones can be installed and opened on BlackBerry devices, some apps might make use of services that are not supported by BlackBerry 10 OS. BlackBerry 10 OS might also replace these services with alternate services (such as mapping services).

If you don't want to accept these potential risks and limitations, you should not install apps from sources other than BlackBerry World.

Move an app around the home screen

You can move the app icons to different places on the home screen so they are where you want them to be. For instance, if you're right-handed, you can arrange your frequently used apps on the right side of the screen. Then when you're using your BlackBerry device with one hand, it's easier to open those apps.

1. On the home screen, touch and hold an app icon until all of the icons start to blink.
2. Drag the icon to a different location on the home screen and release your finger.

Change your sounds, notifications, or ring tones

In the Notifications settings, you can change the settings for your sounds, notifications, and ring tones. You can also set the volume level of the notifications, number of vibrations, and more.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. To change your global notification settings, tap a setting in the **Mode** drop-down list or change the **Sound**, **Vibrate**, **LED**, **Instant Previews**, or **Volume** settings.

Change your font size

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Display**.
3. In the **Font Size** drop-down list, tap the size of font that you want to use.

Set a picture as your wallpaper

1. Open a picture.
2. Tap > > **Wallpaper**.

Tip: If you zoom in to the picture and then set it as your wallpaper, the zoomed in part of the screen is what will appear as your wallpaper.

Set an alarm

1. Tap .
2. Set the **Alarm** switch to **On**.
3. Touch and hold the dial outside of the clock face.
4. Slide the dial around the clock face to your desired time.
5. To save the alarm time, tap anywhere on the screen.

Tip: The dial allows you to set the alarm for five-minute increments. To set the alarm for a specific minute, tap the alarm time at the bottom of the screen. Tap the **Alarm Time** drop-down list and scroll up or down to adjust the time that the alarm is set for.

Bookmark a favorite webpage

On a webpage, tap ⋮ > ☆+.

Overview of device settings

Item	Description
Airplane Mode	Turn off all wireless connections.
Network Connections	• Get quick access to airplane mode to turn off all your connections. • Depending on your wireless service plan and device model, set up connections to the mobile network, Wi-Fi network, Bluetooth enabled devices, NFC, mobile hotspot, and set up Internet tethering.
Notifications	• Mute BlackBerry Keyboard sounds. • Turn on vibrate mode. • Turn off Instant Previews and LED notifications. • Customize audio and visual notifications for specific apps.
Main Volume	• Adjust the overall volume on your device. • Assign the volume keys. • Turn on audio boost for use with your headphones.
Accounts	• Add or change social networking and email accounts. • You can also access advanced setup options such as IMAP and POP.
Quick Settings	• Access settings you use frequently. • Access these settings at any time by sliding your finger down from the top of the screen.
Display	• Select wallpaper. • Change your font. • Adjust screen brightness. • Customize screen locking.

Item	Description
Language and Input	• Turn on or turn off text prediction, word substitution, and spell check. • Change the language, region settings, and measurement system.
Voice Control	Turn on voice dictation and set voice recognition and feedback preferences.
BlackBerry Balance (if available)	Create or change a work space password. Delete only your work space and data from your device and leave your personal data intact.
BlackBerry Link	Set up remote access to a computer for sharing documents and synchronizing media.
BlackBerry ID	• View your current BlackBerry ID information. • Sign in to your BlackBerry ID account. • Change your BlackBerry ID password.
BlackBerry Protect (if available)	Turn on BlackBerry Protect to help secure and locate your device if it's lost or stolen.
Security and Privacy	• Create a device password. • Encrypt your device data. • Delete your device data. • Change permissions for downloaded apps. • Manage certificates. • Create a micro SIM card PIN.
App Manager	• Change the default app used to open a specific file type. • Monitor apps that are using your device's memory.
Media Sharing (if available)	Connect to a device to wirelessly share media content.
	Change the time zone, time, and date.

Item	Description
Date and Time	
Software Updates	• View the current software version running on your device. • Check for software updates. and
Search	• Clear search history. • Remove or prioritize apps that are searched. • Extend device search to include an Internet search.
Storage and Access	View available storage space and set up access to the files stored on your device, including USB connections, network identification, file sharing, Wi-Fi sharing, and password protection for sharing files.
Location Services	• Choose whether apps can use your location data. • Clear recent searches that you entered in the Maps application.
Payment Options	Add payment accounts and set preferred payment methods.
Accessibility	Change magnification, hearing aid, and TTY settings.
About	• Find general information about your device, such as hardware information, network details, and storage space capacity. • Identify your device PIN, software version, and model name. • View your phone number and the name of your wireless service provider. • View or change the name for your device that appears if another device detects it over a Bluetooth or network connection.

Where do I find customer support?

Get support for your BlackBerry smartphone by clicking one of the links below.

Visit blackberry.com/support for self-help resources such as manuals and knowledge base articles. Watch videos to learn how to set up or use features on your device. Find answers or post your own question on community forums. Share tips and solutions on social networks and BlackBerry blogs.

Visit blackberry.com/contact for information about who to call for warranty information, billing, repairs, or technical support.

Testing your device hardware

You can check that your device hardware is working properly by using the BlackBerry Virtual Expert app. The BlackBerry Virtual Expert app guides you through troubleshooting tests that are designed to help you identify a hardware-related problem. Download the BlackBerry Virtual Expert app from BlackBerry World now.

Before you use the app, keep the accessories you use with your device on hand, such as headphones, so that you can do a full assessment.

Depending on your device model, you can check the following components and functions on your device:

- Touch screen and LCD
- Volume keys, Mute key, and Power/Lock key
- Camera
- Speakers, microphone, and headphone jack
- LED and vibration notifications
- Bluetooth technology

Tip: For help with a specific issue, contact your service provider.

Test your device using the BlackBerry Virtual Expert app

1. In the BlackBerry Virtual Expert app, do one of the following:
   - To test a type of functionality, tap **Display Tests**, **Audio Tests**, or **Button Tests**.
   - To perform a specific test, such as a camera issue, tap . Tap the test you want to do.
2. Follow the instructions on the screen.

A BlackBerry Virtual Expert test failed

If the BlackBerry Virtual Expert app indicates a problem with your device, do the following:

- If possible, back up the data on your device. You can use BlackBerry Link to save a backup on your computer. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink and select the Windows or Mac option.
- Note your device software version and PIN number. To find this information, from the home screen, swipe down from the top of the screen. Tap **Settings** > **About**. In the **Category** drop-down list, tap **OS** or **Hardware**.
- Contact your wireless service provider or local repair center about the issue.

Tutorial: Searching the Help app on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice searching the Help app on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/help/en

Device Switch

Before you switch devices

For information about how to switch to a BlackBerry device from an older BlackBerry device or a third-party device, visit www.blackberry.com/deviceswitch.

Learn what transfer options are available to you

The types of data transferred depends on the transfer method you use and the type of smartphone you're transferring data from. Data transferred might include some settings, phone history, pictures, music, browser bookmarks, and so on. For a list of the type of data that is transferred, visit www.blackberry.com/deviceswitch.

- Switching from BlackBerry Device Software 5.0 or later? On a computer, you can use BlackBerry Link to switch devices. Learn how to switch devices using BlackBerry Link.
- Switching from BlackBerry 7.0 or BlackBerry 7.1? You can use a media card on your device to switch devices. Learn how to switch devices using a media card.

- Switching from a BlackBerry device that has BlackBerry Protect installed? You can use BlackBerry Protect to transfer supported data, such as contacts, from your current device's backup file to your new device. Learn how to switch devices using BlackBerry Protect.
- Switching from an iPhone or Android device? You can download the device switch app from BlackBerry World. Learn how to switch devices using the device switch app.

Tip: If you're switching from a BlackBerry device, to see what version of software you're currently running, on the home screen of your old device, do one of the following:

- Click **Options** > **About**.
- Click **Options** > **Device** > **About Device Versions**.

Make note of your usernames and passwords

Before you switch BlackBerry devices, make sure that you have the following:

- If you have saved usernames and passwords in Password Keeper, consider temporarily writing this information down so that you have it when you're ready to add accounts to your new device.
- If you have a device running BlackBerry Device Software 5.0 or later, you might have created a BlackBerry ID that you used to log in to your device and the BlackBerry World storefront. If you log in to your BlackBerry 10 device with your BlackBerry ID, you might be able to reinstall apps that you downloaded previously from BlackBerry App World and access BlackBerry products that use your BlackBerry ID, such as BBM and BlackBerry Protect.

Note: BlackBerry App World is called BlackBerry World on BlackBerry 10 devices.

Update BBM

Although it's not required to switch BlackBerry devices, you should update to the latest available version of BBM and associate BBM with your BlackBerry ID before you switch devices.

1. To see which version of BBM you're running on your old device, look for **BlackBerry Messenger** in your list of installed applications.
2. To download BBM 7.0 or later on your old device, visit the BlackBerry World storefront or www.bbm.com.

If you can't update your version of BBM, in BBM, press the key > **Options** > **Back Up**. Select a backup option.

What if I have contacts on my micro SIM card?

Your BlackBerry 10 device uses a micro SIM card. To get a micro SIM card for your device, contact your service provider.

If you saved contacts to your old micro SIM card, to make sure those contacts aren't lost, you might need to copy those contacts to your old device before you back up your device data.

Tip: To copy contacts from your micro SIM card to your old device's built-in media storage, in your contact list on your old device, press the key > **Micro SIM Phone Book**. Press the key > **Copy All To Contacts**.

Backing up and switching devices

Transfer data to a new device using a computer and BlackBerry Link

If your current BlackBerry device is running BlackBerry Device Software 5.0 or later, you can use BlackBerry Link to transfer supported data and settings such as device settings, phone history, media files, browser bookmarks, and so on to your new BlackBerry 10 device. This feature is designed to move personal data but not work data.

1. On your computer, download and install BlackBerry Link from www.blackberry.com/BlackBerryLink.
2. Open BlackBerry Link.
3. Connect your current BlackBerry device to your computer using a USB cable.
4. Complete the instructions on the screen.
5. When prompted, connect your new BlackBerry 10 device using a USB cable.
6. Complete the instructions on the screen.

Note: Email accounts and unsupported applications aren't transferred to your new device. You can set up your email accounts on your new device in the BlackBerry Hub. To download applications that weren't transferred to your new device, visit the BlackBerry World storefront.

Transfer data from a BlackBerry 7 device using a media card

This transfer option is only available if you're switching from a BlackBerry 7 device or later. To see what version of software you're running, on your previous device's home screen, click **Options** > **About**, or click **Options** > **Device** > **About Device Versions**.

When you switch to a new BlackBerry device using the Device Switch feature in the Setup application, you can move alarm settings, BBM contacts, browser bookmarks, text messages, phone history, and wireless connection profiles between BlackBerry devices. This feature is designed to move personal data but not work data.

1. On your BlackBerry 7 device, click **Setup** > **Device Switch**.
2. Click **Using a Media Card** > **Save Data**.
3. Complete the instructions on the screen.
4. When the backup is complete, remove the media card from your BlackBerry 7 device and insert it into your BlackBerry 10 device.
5. On your BlackBerry 10 device, on the home screen, tap > .
6. Complete the instructions on the screen.

Note: Email accounts and unsupported applications aren't transferred to your new device. You can set up your email accounts on your new device in the BlackBerry Hub. To download applications that weren't transferred to your new device, visit the BlackBerry World storefront.

Transfer data to a new device using BlackBerry Protect

To use this feature, the BlackBerry Protect app must be installed on your previous BlackBerry device. Your previous device must be running BlackBerry 7.1 or earlier.

You can use BlackBerry Protect to move supported data from your previous device to your new BlackBerry 10 device.

1. On your previous device or using the BlackBerry Protect website, back up your data.
2. On your new device, swipe down from the top of the home screen. Tap **Settings** > **BlackBerry Protect**.
3. If necessary, set the **BlackBerry Protect** switch to **On**. Complete the setup process.
4. Tap **Restore**. Select your previous device as the device that you want to restore data from.
5. Tap **Restore**.

Transfer data from an iPhone or Android device

You must be connected to a Wi-Fi network on both your old device and on your BlackBerry device.

You can use the device switch app to transfer contacts, pictures, and other personal data from your iPhone or Android device to your new BlackBerry device. For more information about the device switch app, visit www.blackberry.com/deviceswitchapp.

1. On your BlackBerry 10 device, visit www.blackberry.com/deviceswitchapp and download the device switch app.
2. Open the device switch app.
3. Complete the instructions on the screen.

Tutorial: Switching to a BlackBerry 10 device using a media card

This tutorial provides you with the opportunity to see and then practice switching from a BlackBerry 7 device to a BlackBerry 10 device using a media card.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/switchingdevices/help/en

After you switch devices

For information about returning your previous device to BlackBerry for recycling and safe disposal, visit www.blackberry.com/recycling. The recycling and trade-up program is only available in certain areas.

Restoring BBM

The first time that you open BBM, you are prompted for your BlackBerry ID. If you have used BBM before, consider the following:

- If you are switching BlackBerry devices, you can use the Device Switch feature in BlackBerry Link on your computer or on a device running BlackBerry 7 or later to transfer your device data, including your contacts and groups from BBM 6.2 or earlier, to a new device.
- If you previously associated BBM with your BlackBerry ID (for example, on your current device), you can sign in with the same BlackBerry ID to restore your BBM data over the wireless network.

Your BBM data, such as your contacts, are automatically backed up over the wireless network based on your BlackBerry ID. It's still a good idea to regularly save a backup file for your device on a computer using BlackBerry Link in case your device is lost, stolen, or corrupted.

Transfer passwords to Password Keeper

You can transfer the password data that you saved on your previous BlackBerry device to your BlackBerry 10 device. To transfer the passwords, you must have backed up the password data as part of the backup file during the device switch process, or created a backup of your current passwords on your BlackBerry 10 device. If you saved the password data to a media card, the device automatically detects this data on the media card. If you haven't saved your backup data to a media card, you can also use BlackBerry Link or BlackBerry Protect to transfer the backed up password data.

1. On your BlackBerry 10 device, download the Password Keeper app from BlackBerry World storefront.
2. On the home screen, tap **Password Keeper**.
3. Enter your Password Keeper password.
4. Swipe down from the top of the screen.
5. Tap **Settings** > **Import Passwords**.
6. Enter your previous Password Keeper or BlackBerry Wallet password to transfer the passwords from a previous device to the Password Keeper app.

Note: Only credentials that are compatible between the BlackBerry Wallet app and the Password Keeper app are imported. Credit card credentials are not imported.

After the Password Keeper data is imported, it is removed from the backup file; however, other personal data remains in the backup file.

Tips after switching devices

After you have finished switching BlackBerry devices, consider doing the following:

- If you have a media card, move it from your old device to your new device.
- To receive all of your messages and updates, add email and social networking accounts to your new device.

- Wipe your old device to delete all of your data. To delete all of your device data, if necessary, set a device password and then enter the password incorrectly ten times.
- Download apps from the BlackBerry World storefront.
- Explore the Help app on your device and discover tips and tricks.

Set up email or other types of accounts on your device

You can add email accounts, social networking accounts (such as Facebook, Twitter, and LinkedIn), or even an Evernote account to your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. If you already added an account to your device, tap to add another account.

Add a personal email account

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. Change any additional settings (for example, the types of content to sync with your device).
7. Tap **Done**.

Add a social networking or Evernote account

You can add a Facebook, Twitter, LinkedIn, or Evernote account to your device. When you add an Evernote account to your device, your Evernote notebooks are available in BlackBerry Remember.

1. On the **Add Account** screen, tap **Facebook**, **Twitter**, **LinkedIn**, or **Evernote**.
2. Enter your account information.
   - If necessary, change any sync settings.
   - If you're adding a Facebook account, to change when you're reminded about friends' birthdays, in the **Birthday Reminders** drop-down list, tap a reminder option.
3. Tap **Done**. If necessary, tap **Authorize**.

Add a work account supported by BlackBerry Enterprise Service 10

If your organization uses BlackBerry Enterprise Service 10, you can add your work account to your device and take advantage of features like BlackBerry Balance. If your organization hasn't upgraded to BlackBerry Enterprise Service 10 and is using BlackBerry Enterprise Server 5 or earlier, you can still add your work account and have it use Microsoft Exchange ActiveSync. For more information, contact your administrator.

Make sure you know the following from your administrator:

- Your username
- Your enterprise activation password
- Server name

1. On the **Add Account** screen, tap > **Work Account**.
2. Enter the username, activation password, and server address for your account.
3. Tap **Done**.

After you add a work account, follow the prompts to set a work space password to use with BlackBerry Balance and to enter your work network password.

Add an email account supported by Microsoft Exchange ActiveSync

Make sure you know the following from your administrator or your email service provider:

- Your username and work network password
- Server address

When you add an email account that's supported by Microsoft Exchange ActiveSync, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **Microsoft Exchange ActiveSync**.
2. Enter the username, email address, password, and server address for the account.
   - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
   - To use your organization's VPN, set the **VPN** switch to **On**.
   - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

Add an IBM Notes Traveler email account

Make sure you know the following from your administrator or email service provider:

- Your username and work network password
- Server address

When you add an IBM Notes Traveler email account, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **IBM Notes Traveler**.
2. Enter the username, email address, password, and server address for the account.
   - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
   - To use your organization's VPN, set the **Use VPN** switch to **On**.
   - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

Add a BlackBerry email account

If you set up a BlackBerry email account (normally in the format user@<serviceprovider>.blackberry.com) on a previous BlackBerry device, to continue to receive messages for that account on your BlackBerry 10 device, you must set up a forwarding email address and then add that email address to your device.

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. On the **Forwarding** screen, complete the fields to add a forwarding email address.
7. Tap **Next**.

Note: It can take 5 to 15 minutes before your email is forwarded to the forwarding email address.

To receive your BlackBerry email on your device, make sure that you add the forwarding email account to your device.

Add an IMAP or POP email account

Make sure you know the following information from your email service provider or administrator:

- Messaging server type (POP or IMAP)
- Incoming and outgoing messaging server address
- Incoming and outgoing messaging server port numbers
- Incoming and outgoing messaging server SSL settings

Note: To increase the activation speed of IMAP email accounts, it is recommended that you enter the **IMAP Path Prefix**. For more information, contact your administrator.

1. On the **Add Account** screen, tap > **IMAP** or **POP**.
2. Enter the account information.
   - To set how frequently your BlackBerry device checks for new messages (if push email isn't supported), in the **Sync Interval** drop-down list, tap an option.
   - To change the number of messages that are initially synced to your device, in the **Initial Retrieval Amount** drop-down list, tap an option.
3. Tap **Done**.

Add a CalDAV or CardDAV account

Make sure you know the following information:

- Your username and password
- The email address associated with the account
- The server address for the account

You can add a CalDAV or CardDAV account to sync calendar events or contacts, respectively.

1. In the **Add Account** screen, tap > **CalDAV** or **CardDAV**.
2. Enter the account information.
3. Tap **Done**.

Troubleshooting: Device Switch

I can't switch my SIM card to my new BlackBerry 10 device

The BlackBerry 10 device uses a micro SIM card. To get a micro SIM card for your new device, contact your service provider.

How do I reset my lost or forgotten BlackBerry ID password?

You can have the instructions about resetting your BlackBerry ID password sent to the email address that you use as your BlackBerry ID username. For security reasons, your BlackBerry ID password can't be reset for you.

Do one of the following:

- To reset your password on a computer, visit www.blackberry.com/blackberryid. Click **Reset your password**. Complete the instructions on the screen.

- To reset your password on your BlackBerry device, when you are prompted to sign in with your BlackBerry ID, click **Forgot Password**. Answer your security question and complete the instructions on the screen.

Once you have completed the steps above, you will receive a password reset email. If you complete the steps to reset your password on a computer, the password reset email can only be viewed on a computer and isn't delivered to your device. If you follow the steps to reset your password on your device, the password reset email will be delivered to your device. Complete the instructions in the email to reset your BlackBerry ID password.

Some of the data from my previous device isn't on my new device

The type of device you transferred data from and the version of device software on your previous device determines what data can be transferred to your new device. For a list of the type of data that is transferred, visit www.blackberry.com/deviceswitch.

Try any of the following:

- Check that your personal email accounts have been set up. Email accounts aren't transferred and need to be set up in the BlackBerry Hub on the device.
- Check that your work email accounts have been set up. For a Microsoft Exchange ActiveSync email account on a BlackBerry Enterprise Server, contact your administrator for the information required to activate the account.
- Look for memos and tasks in the BlackBerry Remember app.
- Transfer apps by downloading them from the BlackBerry World storefront.

I can't transfer items using my media card

Try any of the following:

- Back up items from your media card to another source, such as your BlackBerry device built-in media storage or your desktop computer. Format your media card or purchase a new media card. Save the items that you backed up to the media card and then try transferring the items again.
- Use BlackBerry Link to transfer your info from one device to another. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink and select the Windows or Mac option.

Troubleshooting wizard: I'm having trouble switching to my BlackBerry 10 device

The troubleshooting wizard guides you through a series of questions and tasks that are intended to help you solve your device switch issue.

Start the troubleshooting wizard

http://docs.blackberry.com/troubleshooting/blackberryID/en

Note: This troubleshooting wizard is available in English only.

Display

Change your backlighting

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Display**.
3. To adjust the brightness, move the slider back and forth.

Tip: After you swipe down from the top of the screen, if you see in the quick settings, you can tap to display the slider without going into the Display screen.

Change your font size

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Display**.
3. In the **Font Size** drop-down list, tap the size of font that you want to use.

Set a picture as your wallpaper

1. Open a picture.
2. Tap > > **Wallpaper**.

Tip: If you zoom in to the picture and then set it as your wallpaper, the zoomed in part of the screen is what will appear as your wallpaper.

Change your display language

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input**.
3. In the **Language** drop-down list, tap the language that you want to use.

Change your device's regional settings

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input**.
3. In the **Region** drop-down list, tap the region that you want to use to set your device's date format, default currency, and number format.

Lock your screen

By locking the screen, you can help prevent your BlackBerry device from sending accidental messages or pocket dialing. Locking your device doesn't disable alerts for incoming calls or messages.

Press the **Power/Lock** key on the top of your device.

To unlock the screen, swipe up from the bottom of the screen.

Lock your device with a password

Looking for a simple way to help protect your BlackBerry device data and prevent unauthorized use of your device? You can set a password so that you can lock your device when it's in open view or not in use.

1. If you don't have a password yet, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password**. Set the **Device Password** switch to **On**. Enter a password.
2. To lock your device, do one of the following:
   - Press and hold the **Power/Lock** key on the top of your device. Tap .
   - To automatically lock your device after a certain amount of time, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password** > **Lock Device After Screen Lock**.
   - To automatically lock your device when it's in a BlackBerry case, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password** > **Lock Device When Holstered**.

To unlock your device, press the **Power/Lock** key on the top of your device. Swipe up from the bottom of the screen. When prompted, enter your device password.

Lock your work space

If your BlackBerry device uses BlackBerry Balance technology to separate your work and personal activity, you can lock your work space and continue to access personal files, personal apps, and personal data on your device.

1. If you don't have a work space password, to create one, on the home screen, swipe down from the top of the screen. Tap **Balance** > **Set Password**. Type a password.
2. On the home screen, swipe down from the top of the screen.
   - To immediately lock your work space, tap .
   - To automatically lock your work space after a set amount of time, tap **Balance** > **Lock work space after**.

Take care to remember your work space password, as it can't be reset or recovered. When you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Turn on rotation lock

1. On the home screen, swipe down from the top of the screen.
2. Tap .

Connect your device to an HDMI display

1. Using an HDMI cable, connect your BlackBerry device to an HDMI display.
2. Your device automatically detects the resolution of the HDMI display that your device is connected to. However, if you need to change the resolution, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Display**. In the **HDMI Display Mode** drop-down list, tap the display mode that you want to use.

Take a screen shot of your device

To take a screen capture of your BlackBerry device, press the **Volume Up** key and the **Volume Down** key at the same time.

Note: If you have BlackBerry Balance installed on your device and your work space is unlocked, screen shots are saved in your work space.

Search

Search your device

When you search your BlackBerry device from the home screen, your results are categorized by file type and application type. If you search from within an application, your results are limited to items within the application.

1. Tap .
2. Enter your search terms.
3. To see all of the results for a particular category, in the lower-right corner of the category, tap .

Tip: You can search your device by speaking instead of typing by using the Voice Control app.

Filter your search results

If you know the type of file you're looking for, you can use the search filter to narrow your results. It doesn't matter whether you turn on the search filter before or after you start your search.The filter is cleared the next time you enter search terms.

1. In the Search application, tap the icon that appears beside the text entry field.
2. Tap the category that you want search results for.

Tip: If you want to find an email that you received from a particular person, instead of searching from the home screen and using the search filter for the **Email** category, try searching from the BlackBerry Hub and selecting the **From** category.

Change your search settings

You can specify whether your BlackBerry device stores your search history, which categories to include in searches, and which search engines to use to extend your searches to the Internet. You can also clear your search history from this screen.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Search**.
3. Tap the settings you want to change.
4. Change your search settings.

Do more with your search results

There are a variety of actions you can perform with items in your search results right in the search results screen. The actions available to you depend on what the item is. For example, if one of the search results is an email, you can reply, forward, flag, and so on without opening the email.

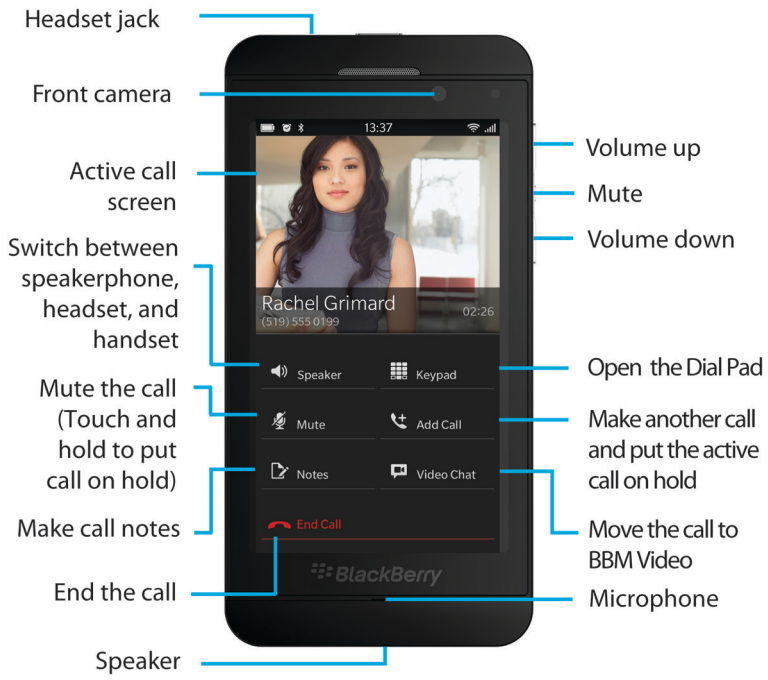
1. Touch and hold a search result.
2. Tap an action.

Tip: The actions you can perform appear as icons on the right side of your screen. To see the names of the icons, slide your finger over them.

Phone

Phone

Phone at a glance



While on a call, you can switch between the speakerphone, headset, and handset; mute a call; or start a conference call by making another call. You can also open the dial pad, make notes while on a call, and move a call to BBM Video.

Making and receiving calls

Make a call

1. In the Phone app, tap .

2. Dial a number.
3. Tap **Call**.

Call a recent number or speed dial contact

1. In the Phone app, tap .
2. Tap a name, number, or speed dial contact.

Tip: To choose the phone line or app you want to use when you call a recent number, touch and hold a recent number. Tap .

Call someone from your contact list

1. In the Phone app, tap .
2. Tap a contact.
3. If you have multiple phone numbers for a contact, tap the number that you want to call. For example, tap **Call Home** or **Call Mobile**.

Answer or decline a call

Do one of the following:

- To answer a call, touch and hold the circle at the bottom of the screen and slide your finger to the left. Release your finger when the circle covers .
- To decline a call, touch and hold the circle at the bottom of the screen and slide your finger to the right. Release your finger when the circle covers .

Use Reply Now to send a message to a caller

You will never have to excuse yourself from a meeting or conversation to answer the phone again. With the Reply Now feature, you can send a caller a brief message instead of answering an incoming call. By default, if the caller is a BBM contact, the Reply Now message is sent as a BBM message. If the caller isn't a BBM contact, the Reply Now message is sent as a text message. Depending on the recipient of the Reply Now message, additional text messaging charges might apply.

1. When you receive an incoming call, tap or .
2. Do any of the following:
    - To send one of the default Reply Now messages, tap a message.
    - To compose a new message, tap **Custom Message**. Type a message and tap **Send**.

Silence the ring tone when you receive a call

If you receive a call while your sound notifications are turned on, you can quickly silence your ring tone. When you silence the ring tone, you still need to answer or decline the call.

When you receive an incoming call, tap .

Put a call on hold

While on a call, press and hold until **Call Held** appears on the screen.

Take notes during a call

While on a call, you can take notes that are saved as entries in BlackBerry Remember.

Tip: You can turn on the speakerphone before taking notes, so that your hands are free to use the keyboard.

1. While on a call, tap .
2. Type your notes and include information such as a title, due date, and tags.
3. Tap **Save**.

Start a conference call

1. While on a call, make or answer another call.
2. To merge the calls, tap .

Answer a second call while already on a call

1. If you're using the call waiting feature, when you receive a call while already on a call, you can do one of the following:
   - To put the first call on hold and answer the second call, tap **Answer**.
   - To end the first call and answer the second call, touch and hold **Answer**. Tap **Drop**.
2. To merge both calls and start a conference call, tap .

To add more people to the conference call, repeat steps 1and 2.

Make another call while already on a call

When you make another call while you're already on a call, your first call is automatically put on hold.

1. While on a call, tap **Add Call**.
2. Do any of the following:
   - Tap a phone number, name, or speed dial contact.
   - Tap . Tap a contact.
   - Tap . Dial a number.
3. To merge both calls and start a conference call, tap .

To add more people to the conference call, repeat steps 1 to 3.

Remove people from a conference call

1. While in a conference call, to view the conference call participants, tap .
2. Do one of the following:
   - To remove a person from the conference call and hang up, tap .
   - To remove a person from the conference call and keep them in a separate call, tap .

Answering calls automatically

You can set up your BlackBerry device to automatically answer calls when you have a headset connected or when you remove your device from a case or holster.

Automatically answer or end a call using a case or holster

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Holster**.
3. Do any of the following:
   - Set the **Answer a Call by Removing Device From Holster** switch to **On**.
   - Set the **End Call by Putting Device Back in Holster** switch to **On**.

Automatically answer a call when a headset is connected

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Bluetooth**.
3. Set the **Automatically Answer a Call When Connected to a Headset** switch to **On**.

When you turn on this feature and you have a headset connected to your BlackBerry device, your calls will automatically be answered after 5 seconds.

Move a call from your headset to your device

When you have a headset connected to your BlackBerry device, incoming calls are automatically received on your headset. You can manually move the call back to the device.

To manually move the call back to your device, while on a call, tap > **Handset**.

To move a call back to the headset, tap . Tap the name of your headset.

Move a call to BBM Video

See who you're talking to by moving a call to BBM Video. To move a phone call to BBM Video, the person you're talking to must have access to BBM Video as well. If you try to start a BBM Video chat with someone who isn't a BBM contact, you will be asked to add the person to BBM before you start your BBM Video chat.

While on a call, tap .

Add a contact or number to your speed dial list

There are two different speed dial lists that you can add contacts or numbers to. You can add a total of nine contacts or numbers to the speed dial list on the Calls screen. You can also add contacts or numbers to the keyboard speed dial list, so that you can dial a number by pressing and holding a single key on your keyboard. By default, your voicemail access number is included in your speed dial list.

1. In the Phone app, tap or .
2. Touch and hold a contact or phone number.
3. Tap .

Add a contact to your keyboard speed dial list

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Keypress Speed Dial**.
3. Press the key on your keyboard that you want to associate with the contact.
4. Tap the contact that you want to associate with the key on your keyboard.

To call a contact from your keyboard speed dial list, in the Phone app, tap . Press and hold the key that you associated with the contact.

Delete a contact or number from your speed dial list

1. In the Phone app, tap .
2. In your speed dial list, touch and hold a contact or number.
3. Tap .

Delete a contact from your keyboard speed dial list

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Keypress Speed Dial**.
3. Touch and hold a contact or number.
4. Tap .

About voicemail on your BlackBerry device

Depending on your service provider, there are two different types of voicemail available on your BlackBerry device: standard voicemail and a visual voicemail service.

With standard voicemail, you can set up your voicemail access number and password, so you can quickly call in to your voicemail service from the Calls screen in the Phone app.

If you subscribe to a visual voicemail service, you can view a list of your voicemail messages, play your voicemail messages, and change various voicemail settings from your BlackBerry device, without having to call in to your voicemail service. Depending on the features your service provider supports, your voicemail messages can be automatically downloaded to your device and you can pause, fast-forward, or rewind the voicemail message as you listen to it. You can also forward a voicemail message, send a reply to the person who left you a voicemail message, or delete a voicemail message from within the Phone app or the BlackBerry Hub.

Your service provider might automatically delete messages after a certain period of time. If you don't want a message to get automatically deleted, you can save it to your device.

Depending on your country or region, a visual voicemail service might not be available. You need to subscribe to a visual voicemail service to access the features. Contact your service provider to subscribe.

Set up your voicemail

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.

2. Tap > **Voicemail**.
3. Type your voicemail access number and password.

After you have set up your voicemail, you can call your voice mail service from the Calls screen in the Phone app.

Using a visual voicemail service

Listen to a visual voicemail message

1. In the BlackBerry Hub or Phone app, tap a voicemail message.
2. Tap .

Forward a visual voicemail message

1. In the BlackBerry Hub or Phone app, touch and hold a voicemail message.
2. Tap .

Save a visual voicemail message

Your service provider's voicemail system might automatically delete messages after a certain period of time. If you don't want a message to get automatically deleted, you can save it to your device.

1. In the BlackBerry Hub, or the Phone app, touch and hold a voicemail message.
2. Tap **Save**.

Change your visual voicemail greeting

Your voicemail greeting is the outgoing message that a caller hears before leaving a voicemail message. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap .
3. Tap > **Change Voicemail Greeting**.
4. In the **Greeting** drop-down list, do one of the following:
   - To play your phone number as your voicemail greeting, tap **Phone Number**.
   - To play your name as your voicemail greeting, tap **Name**.
   - To record a custom voicemail greeting, tap **Personal Message**.

Change your visual voicemail password

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > .
3. Tap **Change Password**.

Prevent visual voicemail messages from downloading while you are roaming

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > .
3. Clear the **International Roaming** check box.

Deactivate visual voicemail on your device

If you deactivate your visual voicemail service on your BlackBerry device, you must contact your wireless service provider to reactivate it. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap .
3. Tap > **Deactivate**.

Call waiting, call forwarding, and call blocking

Turn on or turn off call waiting

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Call Waiting**.
3. Tap the **Call Waiting** switch.

Set up call forwarding

Depending on your wireless service provider, this feature might not be available.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Call Forwarding**.
3. Set any of the switches to **On**.
4. To change the number that your calls are forwarded to, tap the drop-down list under a switch and type a number.

Block calls

When you block calls, you can block all incoming or all outgoing calls, and all incoming or all outgoing calls when roaming. Contact your wireless service provider for more info on blocking specific phone numbers. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Call Blocking**.
3. Set any of the switches to **On**.

The first time that you turn on call blocking, you will be prompted to create a password to lock your call blocking settings. To change your call blocking password, complete steps 1 and 2, and tap .

Phone options

Show or hide your number on outgoing calls

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Show my Number**.
3. Set the **Allow My Number to Appear When Calling** switch to **On**.

Adjust the bass and treble of your calls

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Call Audio**.

Set up smart dialing

You can use smart dialing to set a default area code and country code that is applied automatically to the phone numbers that you call, so that you don't have to dial the country code or area code when you make a call within your own country.

Smart dialing also makes calling an organization or company easier, too. When you set an extension access number for a company, you only need to add an extension number in the Contacts app for a contact at that company, and the company's phone number and extension will be dialed automatically when you call that contact.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Smart Dialing**.
   - To change the default country code or area code, tap **Country Code** or **Area Code**.
   - To set a company's extension access number, tap **Set your Extension Access Number**.

Tap any of the drop-down lists to change other smart dialing options.

Turn on Priority Calling

If you have multiple phone lines, you can make calls with the phone line you want using the Priority Calling feature. With Priority Calling, you can assign a phone line or app to use when you make calls.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Priority Calling**.
3. Set the **Use Priority Calling** switch to **On**.

To choose your phone line when you make a call, on the Calls screen, tap the **Select Line** drop-down list. To use a specific phone line, tap a phone line. To automatically use your mobile line when you're connected to a mobile network, tap **Use the Priority Line**.

Change your default Reply Now messages

You can select one of the three default Reply Now messages to send to a caller instead of answering an incoming call. You can change the default messages or compose a new Reply Now message.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Reply Now**.
3. Tap the message you want to change.
4. Type a new Reply Now message.

To prevent the Reply Now icon from appearing when you receive an incoming call, set the **Reply Now** switch to **Off**.

Set up your fixed dialing numbers

When you set up and use fixed dialing numbers, you can only make calls and send text messages to the phone numbers that you added to the fixed dialing numbers list. For example, if you give your BlackBerry device to your child to use, you can limit the phone numbers that your child can call. To use fixed dialing numbers, your service provider must set up your micro SIM card for this feature. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Fixed Dialing Numbers**.
3. Set the **Fixed Dialing Numbers** switch to **On**.
4. Enter the SIM security code provided to you by your service provider.
5. Tap **OK**.
6. Tap **Edit List**.
7. Type a name and phone number.

View your call summary

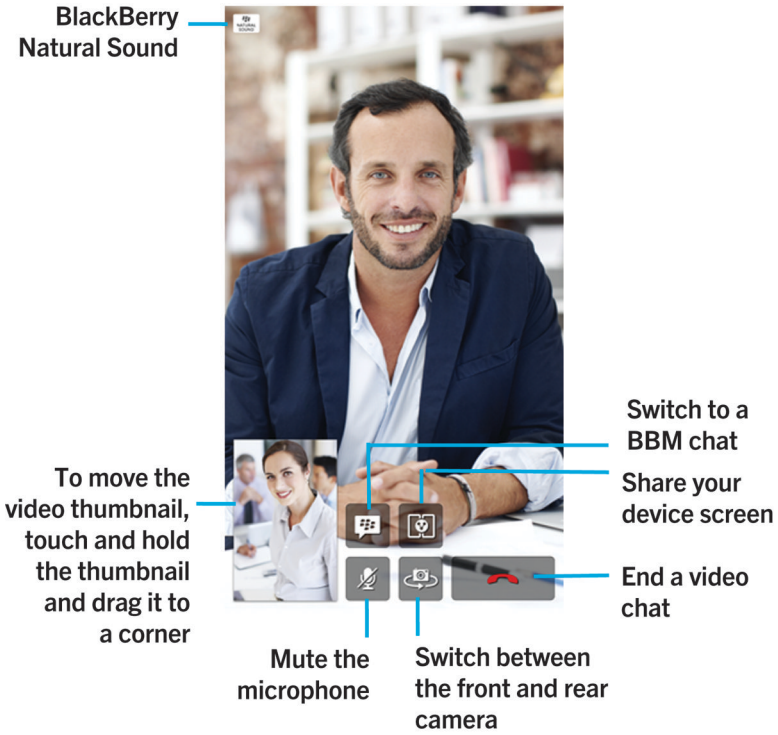
If you're concerned about your wireless voice usage, you can monitor the time you have spent on the phone on the Call Summary screen.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Call Summary**.

To reset the call times on your Call Summary screen, tap .

BBM Video

BBM Video at a glance


BlackBerry Natural Sound
Switch to a BBM chat
Share your device screen
To move the video thumbnail, touch and hold the thumbnail and drag it to a corner
End a video chat
Mute the microphone
Switch between the front and rear camera

Start a BBM Video chat

You can start a BBM Video chat from any BBM chat or from the Phone or Contacts app on your BlackBerry device. If you try to start a BBM Video chat from the Phone or Contacts app with someone who isn't a BBM contact, you will be asked to add the person to BBM before you start your BBM Video chat.

In a BBM chat, the Phone app, or the Contacts app, tap .

Accept or decline a BBM Video chat or BBM Voice chat

When you receive a BBM Video chat or BBM Voice chat, the name of the person and the type of chat appear on your screen. You can silence the ring tone before you respond by tapping .

1. Touch and hold the circle at the bottom of the screen.
2. Do one of the following:
   - To accept the chat, slide your finger to the left. Release your finger when the circle covers or .
   - To decline the chat, slide your finger to the right. Release your finger when the circle covers .

Tip: With the Reply Now feature, to send a BBM message to the person instead, tap .

About BlackBerry Natural Sound

The BlackBerry Natural Sound icon, , appears on the screen during a BBM Video chat or BBM Voice chat when the right network conditions are present.

BlackBerry Natural Sound technology is designed so that you can share experiences as if you were there. For example, you can hear nuances and variations in the other person's tone, pick up ambient sounds like music playing in the background, and experience stereo sound.

Switch cameras or share your screen

By default, your front-facing camera is used during BBM Video chats. While sharing your screen, you can play media files, such as videos and music, on your device and continue your conversation at the same time.

In a BBM Video chat, do any of the following:

- To switch to your rear-facing camera, tap .
- To share your screen, tap .

Mute your microphone in a BBM Video chat

In a BBM Video chat, tap .

Move your video thumbnail around the screen

1. Touch your video thumbnail.

2. Drag the thumbnail to a different corner of the screen.

Move your BBM Video chat to an external display

If necessary, connect your device to the external screen by using an HDMI cable.

You can move your BBM Video chat to an external display, such as a TV, for a larger picture.

1. During a video chat, tap .
2. Select an option.

BBM Video options

Stop using BBM Video over a mobile network

When you prevent BBM Video from connecting over the mobile network, you can still use BBM Video over a Wi-Fi network.

1. In BBM, swipe down from the top of the screen.
2. Tap .
3. Set the **Allow BBM Calls Over Mobile Networks** switch to **Off**.

Sounds, notifications, and ring tones

About sounds, notifications, and ring tones

The global notification settings on your BlackBerry device work like a master switch that either turns on or turns off the customized notifications that are currently set for apps or contacts. Customized contact notifications override customized app notifications. For example, if sound is turned off for the Phone app but is turned on in a customized notification for a contact, the phone still rings when the contact calls you.

If you want to customize how you receive priority messages in your BlackBerry Priority Hub, you can create a rule so that messages sent from specific accounts, with a specific subject, or with other criteria are sent to your BlackBerry Priority Hub. You can also turn on a Level 1 alert for specific messages so that you receive a custom notification for these messages.

Note: Level 1 alerts override existing notification settings.

Change your sounds, notifications, or ring tones

In the Notifications settings, you can change the settings for your sounds, notifications, and ring tones. You can also set the volume level of the notifications, number of vibrations, and more.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. To change your global notification settings, tap a setting in the **Mode** drop-down list or change the **Sound**, **Vibrate**, **LED**, **Instant Previews**, or **Volume** settings.

Turn off all sounds and ring tones except for calls

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. In the **Mode** drop-down list, tap **Phone Calls Only**.

Tip: To turn on the ring tone for calls while your BlackBerry device is in bedside mode, in the Clock app, swipe down from the top of the screen. Tap . Set the **Phone Calls in Bedside Mode** switch to **On**.

Customize notifications for a contact

Notifications that you customize for contacts override notifications that you set for specific apps. For example, if sound is turned on for phone notifications for a contact but the sound is turned off for the phone, the phone still rings when the contact calls you.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. At the bottom of the **Notifications** screen, tap **Contacts**.
4. Tap .
5. Tap a contact.
6. Do any of the following:
   - Tap **Phone Calls**.
   - Tap **Email Messages**.
   - Tap **BBM**.
   - Tap **Text Messages**.
   - Tap **Other Messaging**, which includes apps like Facebook, Twitter, LinkedIn, and more.
7. Change the **Tone**, **Vibrate**, **LED**, or **Instant Previews** settings.

8. Tap until the **Contacts Notifications** screen appears.

Contacts that you set customized notifications for are listed on the Contacts Notifications screen.

Customize notifications for an app

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. At the bottom of the **Notifications** screen, tap **Applications**.
4. Tap an application.
5. Change the **Sound**, **Tone**, **Vibrate**, **LED**, or **Instant Previews** settings.
6. Tap until the **Notifications** screen appears.

Turn off all sounds, notifications, and ring tones

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. In the **Mode** drop-down list, tap **All Alerts Off**.

Change the notification settings for Level 1 alerts

To change the notification settings for Level 1 alerts, you need to first create a rule in the BlackBerry Priority Hub settings and select the **Enable Level 1 Alert** checkbox on the **Add Rule** screen.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications** > **Level 1 Alert**.
3. Change the **Sound**, **Tone**, **Vibrate**, **LED**, or **Instant Previews** settings.

View and respond to Instant Previews

You can use the Instant Previews feature to view previews of incoming email messages, BBM messages, text messages, and more from any application on your BlackBerry device.

When a preview appears at the top of the screen, do one of the following:

- To view the message in the BlackBerry Hub, tap the preview.
- To dismiss the preview, tap ×.
- To ignore the preview, wait a few seconds until it disappears.
- To reply to a BBM message or text message without leaving the app that you're currently in, tap .

Turn off Instant Previews

By default, the Instant Previews feature is turned on.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. Set the **Instant Previews** switch to **Off**.

Tip: For some apps, you can change your notification settings to only display the priority messages in an app as Instant Previews. On the Notifications settings screen, tap an application. In the **Instant Previews** drop-down list, tap **Priority Only**.

Respond directly to Instant Previews

You can use the Instant Previews feature to reply to your BBM and text messages without leaving the app that you're currently in.

While you're responding to a preview, incoming messages outside of the current conversation aren't displayed as Instant Previews notifications.

1. To respond to Instant Previews, tap .
2. Press any key on the keyboard. To show the keyboard on a BlackBerry device with a touch screen keyboard, swipe up from the bottom of the screen with two fingers.
3. Type your message.
4. Tap **Send** or press .

About Lock Screen Notifications

You can use the Lock Screen Notifications feature to view the first few lines of your most recent email messages, BBM messages, text messages, and more on your BlackBerry device without having to unlock it.

Turn off Lock Screen Notifications

1. On the home screen, swipe down from the top of the screen.

2. Tap **Settings** > **Security and Privacy** > **Lock Screen**.
3. Set the **Lock Screen Notifications** switch to **Off**.

View Lock Screen Notifications

1. To unlock your BlackBerry device, swipe up from the bottom of the screen to the middle of the screen.
2. To view the Lock Screen Notifications, tap the notification icon.

Tip: To collapse the Lock Screen Notifications view so that only the notification icons are visible, swipe left or tap an icon.

Troubleshooting: Ring tones, sounds, and alerts

My device doesn't ring or vibrate when I receive a call or message

Try the following actions:

- On the home screen, swipe down from the top of the screen. Verify that Silent Mode isn't turned on.
- If you created a custom alert for a contact, in the Contacts app, tap a contact. Verify that the **Volume** setting isn't set to **Silent** and that the **Vibration** setting isn't set to **Off**.

My device doesn't display Instant Previews

If BlackBerry Balance is set up on your BlackBerry device, messages sent to accounts that are associated with your work space won't be displayed as Instant Previews.

My device doesn't display Lock Screen Notifications

If BlackBerry Balance is set up on your BlackBerry device, messages sent to accounts that are associated with your work space won't be displayed as Lock Screen Notifications when your work space is locked.

Messages

BlackBerry Hub

Staying connected with the BlackBerry Hub

The BlackBerry Hub gathers all of the messages, notifications, and events that you receive from your different accounts into one convenient location. In the BlackBerry Hub, you can receive and respond to email, text messages, or BBM chats all in the same place. Additionally, you can see and respond to direct messages and notifications from your social networking accounts, glance at your upcoming events, and more.

Email

You can add practically any existing email account to your device—both work and web-based email.

Text messages (SMS/MMS)

If text messaging is a part of your wireless service plan, you can find and respond to your text messages in the BlackBerry Hub.

Social networking

If you add a Facebook account to your device, you can receive and respond to notifications, update your status, and send Facebook messages all from the BlackBerry Hub. If you add a Twitter account, you can compose tweets, stay up-to-date on your mentions, and send direct messages. And if you add a LinkedIn account, you can accept invitations to connect with business contacts, send messages to your connections, and update your LinkedIn status.

BBM and instant messaging

After you add instant messaging apps to your device, you can access your chats through the BlackBerry Hub.

Calls and voice mail

You can make calls directly from the BlackBerry Hub. The BlackBerry Hub shows you the calls that you made and received, including any missed calls and voice mail messages.

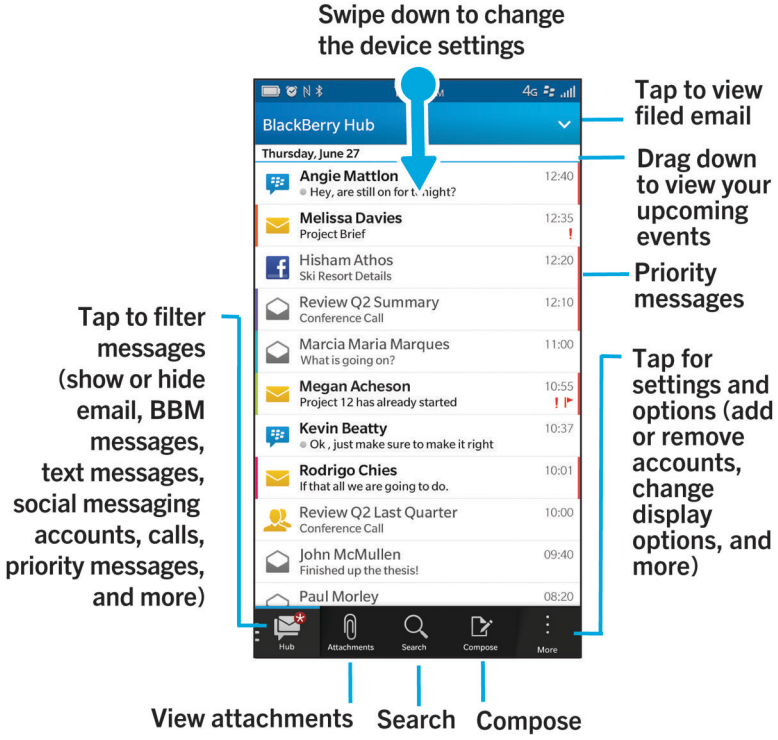
Upcoming events

Without leaving the BlackBerry Hub, you can peek at upcoming meetings, events, and—if you add your Facebook account—friends' birthdays.

Notifications

The BlackBerry Hub collects your notifications about new PIN messages, time zone changes, software updates, third-party apps, and more. Your service provider might send you SIM Toolkit notifications that appear in the BlackBerry Hub. Tapping on these notifications opens the SIM Toolkit app.

The BlackBerry Hub at a glance



Setting up and managing accounts

Tutorial: Setting up an email account on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice setting up an email account on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/email/en

Tutorial: Setting up a Facebook account on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice setting up a Facebook account on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/facebook/en

Tutorial: Setting up a Twitter account on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice setting up a Twitter account on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/twitter/en

Tutorial: Setting up a LinkedIn account on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice setting up a LinkedIn account on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/linkedin/en

Tutorial: Setting up an Evernote account on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice setting up an Evernote account on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/evernote/en

Set up email or other types of accounts on your device

You can add email accounts, social networking accounts (such as Facebook, Twitter, and LinkedIn), or even an Evernote account to your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. If you already added an account to your device, tap to add another account.

Add a personal email account

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. Change any additional settings (for example, the types of content to sync with your device).
7. Tap **Done**.

Add a social networking or Evernote account

You can add a Facebook, Twitter, LinkedIn, or Evernote account to your device. When you add an Evernote account to your device, your Evernote notebooks are available in BlackBerry Remember.

1. On the **Add Account** screen, tap **Facebook**, **Twitter**, **LinkedIn**, or **Evernote**.
2. Enter your account information.
   - If necessary, change any sync settings.
   - If you're adding a Facebook account, to change when you're reminded about friends' birthdays, in the **Birthday Reminders** drop-down list, tap a reminder option.
3. Tap **Done**. If necessary, tap **Authorize**.

Add a work account supported by BlackBerry Enterprise Service 10

If your organization uses BlackBerry Enterprise Service 10, you can add your work account to your device and take advantage of features like BlackBerry Balance. If your organization hasn't upgraded to BlackBerry Enterprise Service 10 and is using BlackBerry Enterprise Server 5 or earlier, you can still add your work account and have it use Microsoft Exchange ActiveSync. For more information, contact your administrator.

Make sure you know the following from your administrator:

- Your username
- Your enterprise activation password

- Server name

1. On the **Add Account** screen, tap > **Work Account**.
2. Enter the username, activation password, and server address for your account.
3. Tap **Done**.

After you add a work account, follow the prompts to set a work space password to use with BlackBerry Balance and to enter your work network password.

Add an email account supported by Microsoft Exchange ActiveSync

Make sure you know the following from your administrator or your email service provider:

- Your username and work network password
- Server address

When you add an email account that's supported by Microsoft Exchange ActiveSync, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **Microsoft Exchange ActiveSync**.
2. Enter the username, email address, password, and server address for the account.
   - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
   - To use your organization's VPN, set the **VPN** switch to **On**.
   - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

Add an IBM Notes Traveler email account

Make sure you know the following from your administrator or email service provider:

- Your username and work network password
- Server address

When you add an IBM Notes Traveler email account, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **IBM Notes Traveler**.
2. Enter the username, email address, password, and server address for the account.
   - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
   - To use your organization's VPN, set the **Use VPN** switch to **On**.

- To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.

3. Tap **Next**.

Add a BlackBerry email account

If you set up a BlackBerry email account (normally in the format user@<serviceprovider>.blackberry.com) on a previous BlackBerry device, to continue to receive messages for that account on your BlackBerry 10 device, you must set up a forwarding email address and then add that email address to your device.

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. On the **Forwarding** screen, complete the fields to add a forwarding email address.
7. Tap **Next**.

Note: It can take 5 to 15 minutes before your email is forwarded to the forwarding email address.

To receive your BlackBerry email on your device, make sure that you add the forwarding email account to your device.

Add an IMAP or POP email account

Make sure you know the following information from your email service provider or administrator:

- Messaging server type (POP or IMAP)
- Incoming and outgoing messaging server address
- Incoming and outgoing messaging server port numbers
- Incoming and outgoing messaging server SSL settings

Note: To increase the activation speed of IMAP email accounts, it is recommended that you enter the **IMAP Path Prefix**. For more information, contact your administrator.

1. On the **Add Account** screen, tap > **IMAP** or **POP**.
2. Enter the account information.
   - To set how frequently your BlackBerry device checks for new messages (if push email isn't supported), in the **Sync Interval** drop-down list, tap an option.
   - To change the number of messages that are initially synced to your device, in the **Initial Retrieval Amount** drop-down list, tap an option.
3. Tap **Done**.

Add a CalDAV or CardDAV account

Make sure you know the following information:

- Your username and password
- The email address associated with the account
- The server address for the account

You can add a CalDAV or CardDAV account to sync calendar events or contacts, respectively.

1. In the **Add Account** screen, tap > **CalDAV** or **CardDAV**.
2. Enter the account information.
3. Tap **Done**.

Change account settings

You might want to change the settings for an account if you changed the password for the account, if you want to change the display name for the account, or if you want to use different synchronization settings.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap an account.
4. Make your changes.
5. Tap **Save**.

Remove an account from your device

To stop receiving messages and notifications for an account and to stop syncing calendar and contact info for that account, you can remove the account from your BlackBerry device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap an account.
4. Tap .

Troubleshooting: Setting up accounts

I can't add an email account

Try the following:

- Make sure that your email address and password have been typed correctly.
- Make sure that your device is connected to a mobile or Wi-Fi network.
- Add the email account using advanced setup. On the home screen, swipe down from the top of the screen. Tap **Settings** > **Accounts** > > . Tap the type of account that you want to add. You might need to get additional information about your account from your administrator or email service provider.
- If you're trying to add a work account supported by BlackBerry Enterprise Service 10, make sure that you have an activation password from your administrator.
- If you're trying to add an email account supported by Microsoft Exchange ActiveSync, contact your administrator or email service provider to find out if you need to change any settings for the account.

I can't add a second social networking account

You can add only one Facebook account, one Twitter account, and one LinkedIn account to your BlackBerry device.

BlackBerry Hub message list icons

Icon	Description
	Unread email
	Read email
	Meeting or event invitation
	New Facebook notification
	Email with attachment
	Draft message
	Email messages grouped by subject in a conversation thread
	Unread text message (SMS)
	Read text message
	Text message with attachment (MMS)
	Draft text message
	New system notification
	Message hasn't been sent yet
	Message is being sent

Icon	Description
✓	Message has been sent
⛔	Message could not be sent

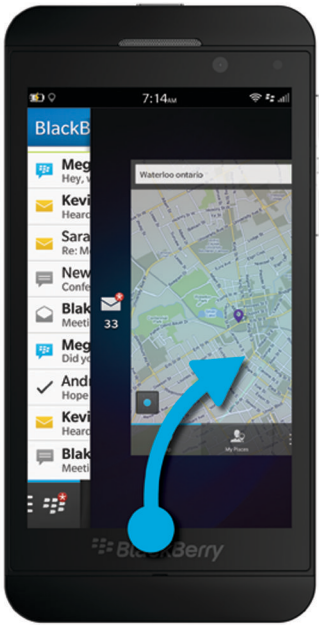
Viewing and searching messages

Where is my email or other messages?

All of your email, text messages, social networking notifications, missed calls, and voice mail messages can be found in the BlackBerry Hub. The BlackBerry Hub isn't like other apps on your BlackBerry device. It's at the core of the BlackBerry 10 experience, and it's always running so that you stay connected no matter what you're doing on your device.

To get to the BlackBerry Hub, on the home screen, slide your finger right.

You can also peek at the BlackBerry Hub or open it from anywhere on your device using a simple gesture:



Navigate your list of messages and notifications

In the BlackBerry Hub, touch and hold a date bar.

- To go to messages and notifications for the next day, tap .
- To go to messages and notifications for the previous day, tap .
- To go to the top of your list of messages and notifications, tap .
- To go to the bottom of your list of messages and notifications, tap .

View messages by account or message type

All of your messages and notifications appear in the Hub view in the BlackBerry Hub. If you want to see messages only from a particular account (for example, your personal email account) or by a type (for example, your text messages), you can filter them.

1. In the BlackBerry Hub, tap .
2. Tap the type of messages that you want to see.

To see all of your messages again, tap > **Hub**.

View filed email

1. In the BlackBerry Hub, tap the drop-down list at the top of the screen.
2. Tap a folder.

Search for a message

1. In the BlackBerry Hub, tap .
2. Type a search term.

To filter your search results by sender, date, subject, and more, tap .

View unread or flagged messages or messages with attachments

1. In the BlackBerry Hub, tap .
2. Leave the Search field empty and tap .
3. Tap **Unread**, **Flagged**, or **Attachment**.

4. Tap again.

To see all of your messages again, tap **Cancel** at the top of the screen.

Tip: You can also find your flagged messages in BlackBerry Remember, in the Flagged Messages folder (for work accounts) or the Unfiled folder (for personal accounts).

Viewing important messages with the BlackBerry Priority Hub

With the BlackBerry Priority Hub feature, important messages are highlighted so that you can quickly find them in the BlackBerry Hub.

To identify priority messages, your BlackBerry device looks at whether a message is flagged as important, whether the sender is a frequent contact, and other criteria.

You can help your device learn which messages are important to you by changing the priority of a message. For example, if a message is important to you but it's not included in the BlackBerry Priority Hub, you can add it.

View only your priority messages

In the BlackBerry Hub, do one of the following:

- Tap > **Priority Hub**.
- Slide your fingers together to zoom in on your priority messages.

Tip: You can change your settings to specify that zooming in shows either your unread or flagged messages. In the BlackBerry Hub, tap > > **Display and Actions**. In the **Pinch Filter Criteria** drop-down list, select **Unread Messages** or **Flagged Messages**.

Add a message to or remove a message from the BlackBerry Priority Hub

Adding messages to and removing messages from the BlackBerry Priority Hub helps your BlackBerry device learn which messages to highlight as priority in the future.

1. In the BlackBerry Hub, touch and hold a message.
   - To add a message to the BlackBerry Priority Hub, tap .
   - To remove a message from the BlackBerry Priority Hub, tap .
2. In the dialog box, choose a reason why the message is or isn't important.
3. Tap **OK**.

Change the types of messages that are marked as priority

By default, if the sender of a message has the same last name as you or if a message is marked with high importance, then those messages are included in the BlackBerry Priority Hub. You can turn off each of these settings.

1. In the BlackBerry Hub, tap > > **Priority Hub**.

2. Set the **Sender has the Same Last Name as Me** or **Message Sent with High Importance** switch to **Off**.

Create a priority rule

You can create a rule so that messages that are sent from specific accounts, or with a specific subject, or with other specific criteria are sent to your BlackBerry Priority Hub. You can also set a Level 1 alert for specific messages so that you receive a custom notification when these messages are sent to you.

1. Tap > > **Priority Hub**.
2. Tap .
3. Do any of the following:
   - To add a name to your rule, enter a name in the **Filter Name** field.
   - To flag messages from a specific email address as priority, enter an email address in the **From** field.
   - To flag messages with a specific subject as priority, enter a subject in the **Subject** field.
   - To flag messages that are sent directly to you or that you are cc'd on as priority, select the **Sent Directly to Me** or the **Cc: to Me** checkbox.
   - To set a Level 1 alert for your rule, select the **Enable Level 1 Alert** checkbox.
4. Tap **Save**.

Note: Level 1 alerts override the existing notification settings. When you set Level 1 alerts, you are notified of Level 1 messages by a custom ring tone. The BlackBerry Hub displays Level 1 messages in red. To change your settings for Level 1 alert notifications, tap **Level 1 Alerts Notification Settings**.

Turn off the BlackBerry Priority Hub

1. In the BlackBerry Hub, tap > > **Priority Hub**.
2. Set the **Priority Hub** switch to **Off**.

View attachments sent to you

You can quickly find the files sent to you and avoid searching through your messages.

In the BlackBerry Hub, do one of the following:

- To see all of the files that you received as attachments, tap .
- To see all attachments from a conversation, tap a conversation. Tap .

Tip: You can also filter attachments by a specific account. In the BlackBerry Hub, tap the in the bottom left corner. Tap an account. Tap .

Sort attachments

You can sort attachments by date, sender, name, type (for example, by pictures and documents), or account.

1. In the BlackBerry Hub, tap .
2. Tap > .
3. In the **Sort** drop-down list, tap a sort option.

Share or save your attachments

1. In the BlackBerry Hub, tap .
2. Touch and hold an attachment.
3. Tap .
4. When the download is complete, touch and hold the attachment.
   - To share the attachment, tap .
   - To save the attachment, tap .

Tip: To share or save multiple attachments, tap > . Select some attachments. Tap or .

Send email and messages from the BlackBerry Hub

From the BlackBerry Hub, you can send email, text messages, Facebook messages, direct Twitter messages, LinkedIn messages, BBM messages, or other types of chat messages, depending on your wireless service plan and the accounts that you added to your BlackBerry device.

1. In the BlackBerry Hub, tap .
2. Tap a message type.
3. Add or choose a recipient for your message:
   - For email, type a contact name or an email address in the **To** field. You can tap suggested contacts that appear below the **To** field to quickly add them to the message.
   - For Facebook, Twitter, or LinkedIn messages, type a contact name in the **To** field.
   - For text messages, type a contact name or a phone number.
   - For BBM and other chat messages, select a contact from the list.
4. Type your message.
5. Tap **Send** or the **Enter** key.

Reply to or forward an email

In an email, do one of the following:

- To reply to the email, tap .
- To reply to all recipients of the email, tap .
- To forward the email, tap .

Attach a file to an email or text message

If your wireless service plan supports MMS messages, you can add an attachment to a text message.

1. While composing an email or text message, tap .
2. Find the file.
3. Tap the file.

Tip: When you send an email with a picture attachment, you can reduce the size of the message by reducing the size of picture attachments. On the **Image Size** screen, tap a size. Tap **Send**.

Add a BCC recipient to an email

1. While composing a message, tap > .
2. Type a contact name or email address.

Compose an email in plain text format

You can reduce the size of email messages or email threads by switching from HTML format to plain text format.

1. In an email, tap .
2. Tap .

Change text formatting in an email

Bold, italicize, and underline text; create ordered and bulleted lists; and change the font size and colors.

1. While composing a message, tap . You might need to hide the keyboard to see the icon.
2. Use the formatting toolbar to apply formatting to your text.

Accept spelling suggestions

If spell check is turned on, spelling mistakes are underlined in red as you type.

Tap the underlined word.

- To accept a spelling suggestion, tap the suggested word.
- To add the word to your personal dictionary, tap **Add to Dictionary**.

Forward a text message

1. In the BlackBerry Hub, touch and hold a text message.
2. Tap .

Managing messages

Delete a message

In the BlackBerry Hub, do any of the following:

- To delete a single message, touch and hold the message. Tap .
- To delete more than one message, touch and hold a message. Tap . Tap the other messages you want to delete. Tap .
- To delete all messages before a specific date, touch and hold the date bar. Messages that were sent or received before that date are highlighted. Tap .
- To delete messages only from your device, but keep them on the messaging server, tap > > **Display and Actions**. In the **Delete On** drop-down list, select **Hub Only**.

Filing email

You might not be able to file an email or create folders for an email, depending on the account that an email is in.

File an email

1. In the BlackBerry Hub, touch and hold an email.
2. Tap .
3. Tap a folder.

Add, rename, or delete an email folder

In the BlackBerry Hub, tap the drop-down list at the top of the screen.

- To add a folder, touch and hold the folder that you want to use as the parent folder. Tap . Type a name for the folder. Tap **OK**.
- To rename a folder, touch and hold the folder. Tap . Type a new name for the folder. Tap **OK**.
- To delete a folder, touch and hold the folder. Tap .

Keep all email from a folder on your device

If you use a desktop email application like Microsoft Outlook to file email into folders, your BlackBerry device doesn't automatically download copies of that email. You can have filed email readily available on your device by syncing an email folder.

1. In the BlackBerry Hub, tap the banner at the top of the screen.
2. Touch and hold a folder.
3. Tap .

Flag a message

When you flag messages, they appear in BlackBerry Remember, so that you can add due dates, tags, voice notes, and other files to them.

1. In the BlackBerry Hub, touch and hold a message.
2. Tap .

Mark a message as read or unread

In the BlackBerry Hub, do one of the following:

- To mark a message as read, touch and hold the message. Tap .
- To mark a message as unread, touch and hold the message. Tap .
- To mark messages before a specific date as read, touch and hold the date bar. Tap .
- To mark messages before a specific date as unread, touch and hold the date bar. Tap .

Download or share a picture from an email

In a message, touch and hold an embedded picture.

- To save the picture, tap .
- To share the picture, tap .
- To set the picture as your BBM profile picture, a contact picture, or your wallpaper, tap .

Save a draft email

1. While composing an email, tap **Cancel**.
2. In the dialog box, tap **Save**.

Securing your email

You can digitally sign or encrypt messages if you use a work email account that supports S/MIME-protected messages or IBM Notes email encryption on your BlackBerry device. Digitally signing or encrypting messages adds another level of security to email messages that you send from your device.

Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. With S/MIME-protected messages, when you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message hasn't been changed.

Encryption is designed to keep messages confidential. With S/MIME-protected messages, when you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

Your BlackBerry device supports keys and certificates in the following file formats and file name extensions:

- PEM (.pem, .cer)
- DER (.der, .cer)
- PFX (.pfx, .p12)

Set up S/MIME-protected messaging

You need to store a private key and certificate on your BlackBerry device to send signed or encrypted email messages using S/MIME-protected messaging. You can store a key and certificate by importing the files from a work email message.

1. Open a work email message with a certificate attachment.
2. Touch and hold .
3. Tap .
4. If necessary, enter the password.
5. Tap .
6. Tap > > **Secure Email**.
7. If necessary, tap the **S/MIME** tab.
8. Set the **S/MIME** switch to **On**.

9. Below **Signing Certificate**, in the drop-down list, tap the certificate that you imported.
10. Below **Encryption Certificate**, in the drop-down list, tap the certificate that you imported.

Turn on IBM Notes email encryption on your device

To complete this task, you must add a work account that supports IBM Notes email encryption to your device.

1. In the BlackBerry Hub, tap ⋮ > ⚙ > **Secure Email**.
2. If necessary, tap the **NNE** tab.
3. Set the **NNE** switch to **On**.

Sign or encrypt a message

You must use a work email account that supports S/MIME-protected messages or IBM Notes mail encryption to send a signed or encrypted email message.

1. When you compose a message, slide your finger down on the screen.
2. In the drop-down list, tap a signing or an encryption option.

Tip: You can change the default email security used for messages you send. For example, if you use S/MIME to protect your messages, you can send clear-signed messages that can be opened by any email application, or opaque-signed messages that can be opened only by email applications that support encryption. In the BlackBerry Hub, tap ⋮ > ⚙ > **Secure Email**. If necessary, tap **S/MIME** or **NNE**. Change the email security settings.

Secure email icons

Icon	Description
	The email is digitally signed.
	The email is encrypted.
	The digital signature was successfully verified.
	There is not enough information to verify the digital signature.
	The digital signature failed verification.
	A certificate is attached to the email.
	The certificate chain is trusted or the certificate status is good.
	There is an error with the certificate chain or the certificate status.

Icon	Description
	The certificate status is being determined.
	The certificate chain has been revoked.

Tips: BlackBerry Hub

Peek at your messages in the BlackBerry Hub from anywhere

Whether you're on your home screen or using an application, you can peek at or open the BlackBerry Hub from anywhere on the device.

1. From the bottom of the screen, slide your finger up just a little bit. The current view shrinks to show your notifications.
2. Slide your finger to the right to peek at the BlackBerry Hub.
    - To fully open the BlackBerry Hub, continue sliding your finger to the right.
    - To return to what you were doing, slide your finger back to the left and down.

Peek at your messages and notifications while you're composing or viewing a message

In a message, slowly slide your finger from the left edge of the message to the right. Continue sliding to bring your list of messages and notifications into view.

Jump to the next or previous message

1. In a message, slowly slide your finger from the left edge of the message to the right to peek at your list of messages.
2. While holding the message open, slide your finger up or down to highlight the next or previous message in the list.
3. To open the highlighted message, release your finger.

Check your upcoming events from the BlackBerry Hub

You can check your agenda in the BlackBerry Calendar app, but if you're already in the BlackBerry Hub, just stay where you are.

At the top of your list of messages and notifications, where today's date appears, slowly drag down. Your upcoming events start to appear. The more you drag, the more you see.

Create a meeting from an email

When you create a meeting or event from an email, your BlackBerry device populates the invitation with the subject line from the email, and the recipients of the email become the invitees.

1. In an email, tap > .
2. Enter any additional information for the meeting.
3. Tap **Save**.

Add a contact from the BlackBerry Hub

1. In the BlackBerry Hub, touch and hold a message.
2. Tap .
   - To add the contact to an existing contact entry (for example, to add a new email address for a contact), tap a contact from the list.
   - To add the contact as a new contact, tap .
3. Tap **Save**.

Refresh your list of messages

If you added an email account that doesn't support push messaging services, you can refresh the BlackBerry Hub to check for new messages.

In the BlackBerry Hub, tap > .

BlackBerry Hub settings

Set an out-of-office reply

Some email accounts might not support out-of-office replies.

1. In the BlackBerry Hub, tap > > **Email Accounts**.
2. Tap an email account.
3. Set the **Out of Office Reply** switch to **On**.
4. Type a message in the field.

Add a signature to an email account

1. In the BlackBerry Hub, tap > > **Email Accounts**.
2. Tap an email account.
3. Set the **Auto Signature** switch to **On**.
4. Type your signature in the field.

Change your default email address or calendar

When you share something (for example, a picture or a website) by email or when you compose a new email, your BlackBerry device sends the email from your default email address. When you add an event to your calendar or send a meeting invitation, your device adds the event to your default calendar.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap .
   - To change the default account that you send email from, in the **Email Address** drop-down list, tap an account.
   - To change the default calendar that you add events to and send meeting invitations from, in the **Calendar** drop-down list, tap a calendar.

Change how messages are displayed in the BlackBerry Hub

Change whether the date appears at the top of your list of messages and notifications, how senders' names are displayed, whether pictures are automatically downloaded, and more.

1. In the BlackBerry Hub, tap > **Settings** > **Display and Actions**.

2. Change your settings.

View conversation threads instead of single messages

1. In the BlackBerry Hub, tap ⋮ > ⚙ **Settings** > **Display and Actions**.
2. In the **Display Style** drop-down list, tap **Conversation**.

Stop showing sent or filed messages in the BlackBerry Hub

In the BlackBerry Hub, tap ⋮ > ⚙ **Settings** > **Display and Actions**.

- To stop showing filed messages, set the **Show Filed Messages** switch to **Off**.
- To stop showing sent messages, set the **Show Sent Messages** switch to **Off**.

Color code your accounts

To help you distinguish between different types of accounts in the BlackBerry Hub, you can choose a color for each of your accounts. The color appears on the left side in your list of messages.

1. In the BlackBerry Hub, tap ⋮ > ⚙ > **Hub Management**.
2. Tap an account.
3. In the **Account Color** drop-down list, tap a color.

Change the order of accounts in the BlackBerry Hub

You can change the order in which the BlackBerry Hub displays the accounts in the Account Tab. For example, you can move your favorite accounts or the accounts that you use most frequently to the top of the list.

1. In the BlackBerry Hub, tap ⋮ > ⚙ > **Hub Management**.
2. Tap ↓≡.
3. Touch and hold an account, then slide your finger up or down to change where the account appears in the list of accounts in the Account Tab.
4. To save your changes, tap ✓.

Change which messages appear in the BlackBerry Hub

You can choose to hide messages for some accounts, so they don't appear in the Hub Tab in the BlackBerry Hub. Calendar and contact syncing aren't impacted by these settings.

1. In the BlackBerry Hub, tap ⋮ > ⚙ > **Hub Management**.
2. Tap an account.
3. In the **Show in** list, tap **Show in Hub Only**, **Show in Separate Account Only** or **Show in Both**.

Change options for text messages

In the BlackBerry Hub, tap > **Settings** > **Text Messages**.

- To receive a delivery or read notification for the messages you send, tap the **SMS** tab or the **MMS** tab. Set the **Confirm Delivery** or **Confirm Read** switch to **On**.
- To allow other devices to see when you receive or read a text message with an attachment, tap the **MMS** tab. Set the **Allow Delivery Confirmation** or the **Allow Read Confirmation** switch to **On**.
- To block unwanted MMS messages, tap the **MMS** tab. Set the **Reject Anonymous Messages** or the **Reject Advertisements** switch to **On**.
- To stop receiving MMS messages while roaming, tap the **MMS** tab. In the **Auto Retrieval Mode** drop-down list, tap **Home Only**.
- To change the background of text message conversations, tap the **SMS** tab. Set the **Dark Background** switch to **On** or **Off**.

Change advanced settings for text messages

With the advanced settings for text messages, you can allow special characters, change your routing preference, and more.

1. In the BlackBerry Hub, tap > **Settings** > **Text Messages** > .
2. Make your changes.
3. Tap **Save**.

Turn off cell broadcast messages

Your service provider might send you cell broadcast messages when you're using your BlackBerry device in certain geographical locations (for example, to tell you about local weather conditions). There is no charge associated with these messages, but you can turn off them off if you'd rather not see them.

In the BlackBerry Hub, tap > > **Cell Broadcast**.

- To turn off all cell broadcast messages, set the **Enable Cell Broadcast** switch to **Off**.
- To turn off messages from a specific channel, beside a channel, tap **Remove**.

Update your Facebook, Twitter, or LinkedIn status from the BlackBerry Hub

1. In the BlackBerry Hub, tap .
2. Tap **Facebook**, **Twitter**, or **LinkedIn**.

3. Tap .
4. Type your status.
5. Tap **Post**, **Tweet**, or **Send**.

About public warning messages

Public warning systems are used to send alert messages to users with enabled mobile devices. Public warning messages are text messages that alert users of possible threats to safety in their area. Messages may include severe weather warnings, missing child alerts, or national emergencies.

Depending on your wireless service provider, public warning messages don't contribute to data usage in your wireless service plan. This feature might not be supported, depending on your region, service provider, and wireless network. For more information, contact your service provider or administrator.

Unsubscribe from public warning messages

You might not be able to unsubscribe from some public warning messages, depending on your region and wireless network.

1. In the BlackBerry Hub, tap > > **Emergency Alerts**.
2. Set the switch beside a type of public warning to **Off**.

Troubleshooting: BlackBerry Hub

Troubleshooting wizard: I'm having problems using email

The troubleshooting wizard guides you through a series of questions and tasks that are intended to help you solve your email issue.

Start the troubleshooting wizard

http://docs.blackberry.com/troubleshooting/email/en

Note: This troubleshooting wizard is available in English only.

I'm not receiving messages

Try the following:

- If you recently changed an account password, make sure that you update the password in the Accounts settings on your BlackBerry device. On the home screen, swipe down from the top of the screen. Tap **Settings** > **Accounts**. Tap an account. Make your changes. Tap **Save**.

- Check your network connection settings to make sure that your device is connected to a Wi-Fi or mobile network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you're connected to a mobile network, check that data services are turned on. On the home screen, swipe down from the top of the screen. Tap **Settings** > **Network Connections** > **Mobile Network**. Make sure the **Data Services** switch is set to **On**.

I can only see email for the last 30 days

For some types of email accounts, the default timeframe that your BlackBerry device initially syncs email is 30 days in the past. To change this setting, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Accounts**. Tap the email account. In the **Sync Timeframe** drop-down list, tap an option. Tap **Save**.

I can't find my work email in the BlackBerry Hub

If you added a work account to your BlackBerry device, your administrator might have turned on a policy that separates the BlackBerry Hub into a work view, which contains your messages and notifications for only your work account, and a personal view, which contains your messages and notifications for only your personal accounts.

To see the work view, in the BlackBerry Hub, tap > **Switch To Work**.

I can't see the recipients for a message

To see the other recipients of a message and the account that you received the message in, in the message, at the top-right corner of the screen, tap the arrow.

I can't send or forward a text message

You might not be able to forward a text message if the content of the message includes copyright-protected information.

If you use a work account that is supported by a BlackBerry Enterprise Server, your administrator might not allow you to send text messages, but you might still be able to receive text messages.

I can't attach a file to a text message

The file might be too large, or your wireless service plan might not support MMS messaging, which is required to attach files to text messages. Contact your service provider for more information.

joyn for BlackBerry 10 devices

About joyn

Do you have friends and contacts who aren't using a BlackBerry 10 device? If so, you can chat, call, send pictures, and share videos with these contacts using joyn. If your wireless service provider supports joyn, within the Contacts app or the Phone app, the icon appears beside contacts who are using joyn, so that you can easily find other users.

joyn for BlackBerry 10 might not be available on your device, depending on your wireless service provider.

For information about fees or conditions that might apply when using this application, contact your wireless service provider.

Start a joyn chat

1. In the Contacts app, or in the contact details view, tap beside a contact's name.
2. Do any of the following:
   - Type your message.
   - Tap an emoticon.
   - To attach a picture or file, tap .
3. Tap **Send**.

Tip: You can find, start, and reply to your joyn chats in the BlackBerry Hub.

Invite other joyn contacts to a chat

Have something you need to discuss with a group? You can chat with more than one person to help make decisions faster and keep everyone informed.

1. At the bottom of a joyn chat, tap > **Create Group**.
2. Tap + to add another contact. Repeat this step for each contact you want to add.
3. If needed, type a chat subject.
4. Type your message.
5. Tap **Send**.

Delete a joyn chat

On a chat screen, tap ⋮ > 🗑.

Call a joyn contact

1. In the Phone app, tap 👤.
2. Tap 💬 beside the contact you want to call.
3. If you have multiple phone numbers for a joyn contact, tap the number that you want to call.

Tip: During the call, tap 💬 to start a chat or a video share, or share a file.

Start a joyn video share

Before you can share a video or start chatting over video, you need to call a joyn contact. The contact must have a device that supports video.

During a call, in the Phone app, tap 💬.

Tip: During the video share, tap 💬 to start a chat or share a file.

Send a file to a joyn contact

You can send different types of files to joyn contacts, including pictures, videos, and documents.

1. During a one-on-one joyn chat or a phone call, tap 📎 and select a picture or file.
2. Tap **Send**.

Block a joyn contact

If you block a joyn contact, you won't receive any messages from that contact and file transfers are declined automatically. Messages are filtered to the Blocked Messages folder in the joyn app, and read notifications are turned off.

1. In the BlackBerry Hub, tap ⋮ > ⚙.
2. Tap **joyn**.
3. Tap **Blocked users**.

4. Type the phone number or name of the joyn contact you want to block.

To unblock a contact, tap **Unblock** beside the contact's name.

Turn on joyn while roaming

Check with your wireless service provider to find out what roaming fees or charges might apply.

If you're travelling, you can keep using joyn while roaming.

1. In the BlackBerry Hub, tap > .
2. Tap **joyn**.
3. Set the **Enable joyn While Roaming** switch to **On**.

Passwords and security

Security

Passwords and locking

There are several types of locks, PINs, and passwords that you can use to help to protect your BlackBerry device.

If you use your device for work, your organization might already have security settings in place, such as requiring a password to unlock your device.

BlackBerry ID

A BlackBerry ID is an email address and password that gives you access to BlackBerry websites, apps, and services. If you change your BlackBerry device, a BlackBerry ID helps you to transfer data to your new device. Make sure that you use the same BlackBerry ID for all of your BlackBerry devices.

Log in with your BlackBerry ID to do the following and much more:

- Keep track of your app purchases and payment options from the BlackBerry World storefront.
- Make the most of BBM features, such as backing up and moving BBM contacts to a new BlackBerry device.
- Start and stop BlackBerry Protect.

Password locking and screen locking

While your device is locked, you can still receive notifications of new email and text messages, make an emergency phone call, view your battery charge level, set an alarm, or take a picture.

To conserve battery power and avoid accidental key presses, lock the screen. To help to avoid unauthorized use of your device, you need to set a device password.

In your display and security settings, you can set your device to lock itself after a certain amount of inactivity. You can also write a custom message that displays on the locked screen.

If you forget your password, it can't be recovered. BlackBerry recommends that you back up your data regularly. By default, for security reasons your device data is deleted when an incorrect password is entered ten times.

BlackBerry Balance and the work space password

If you associate your device with your organization's network, your administrator might turn on BlackBerry Balance technology. BlackBerry Balance is designed to separate and secure areas of your device as work-only or personal-only.

Your administrator may require you to set a work space password to protect files, apps, and data associated with your organization, such as your work email account. You can use the same password for both your work space and device.

If you enter your work space password more than the allowed number of times, your work space and the contents within it are deleted. You can reduce or increase the number of allowed work password attempts in your Balance settings.

Note: Your administator might not permit you to change some password lock options for your work space, such as the password requirement or the timeout duration.

Network lock and unlock code

To use a micro SIM card from another service provider, for example, if you're travelling and want to use a local service provider's network, you can request unlock codes (MEP codes) from your current service provider, and change the Phone Network Lock settings for your micro SIM card.

If you exceed the number of allowed attempts to enter an unlock code, your micro SIM card will allow emergency calls only. For assistance, you can contact your service provider.

Micro SIM card PINs

You can set two different PINs for the micro SIM card in your device. You can use a micro SIM card PIN to help to prevent unauthorized use of your micro SIM card in another device. For example, if you lost your micro SIM card and someone tried to use it in another device, the micro SIM card can't be used unless the PIN is entered correctly. If you exceed the number of allowed attempts to enter the micro SIM card PIN, your micro SIM card will stop functioning. To unblock your micro SIM card, contact your wireless service provider for a PUK code.

A micro SIM card PIN2 is designed to enable certain phone features like fixed dialing.

To get a micro SIM card PIN, contact your service provider and turn on micro SIM card security in your security settings.

Lock or unlock your device

Tip: A quick tap on the **Power/Lock** key will put your device to sleep. This should help you conserve battery power.

Lock your screen

By locking the screen, you can help prevent your BlackBerry device from sending accidental messages or pocket dialing. Locking your device doesn't disable alerts for incoming calls or messages.

Press the **Power/Lock** key on the top of your device.

To unlock the screen, swipe up from the bottom of the screen.

Lock your device with a password

Looking for a simple way to help protect your BlackBerry device data and prevent unauthorized use of your device? You can set a password so that you can lock your device when it's in open view or not in use.

1. If you don't have a password yet, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password**. Set the **Device Password** switch to **On**. Enter a password.
2. To lock your device, do one of the following:
   - Press and hold the **Power/Lock** key on the top of your device. Tap .
   - To automatically lock your device after a certain amount of time, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password** > **Lock Device After Screen Lock**.
   - To automatically lock your device when it's in a BlackBerry case, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password** > **Lock Device When Holstered**.

To unlock your device, press the **Power/Lock** key on the top of your device. Swipe up from the bottom of the screen. When prompted, enter your device password.

Create a picture password

To turn on the picture password, you need to first set a device password. A device password is also needed in case you forget your picture password, or if you need to enter a password to access your BlackBerry device from a computer.

If your device uses BlackBerry Balance technology, in your **Balance** settings, make sure that you turned off **Use as my device password**.

Rather than type a password to unlock your device, you can use a secret picture and number gesture and unlock your device with one hand. Choose a picture, a number, and set up the combination. The number of combinations is nearly endless!

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Device Password**.
3. Set the **Picture Password** switch to **On**.
4. Enter your device password.
5. Complete the instructions on the screen.

Tip: When your create your picture password or unlock your device, you can drag your finger anywhere on the screen so that you have a clear view of where the number is moved.

Lock your work space

If your BlackBerry device uses BlackBerry Balance technology to separate your work and personal activity, you can lock your work space and continue to access personal files, personal apps, and personal data on your device.

1. If you don't have a work space password, to create one, on the home screen, swipe down from the top of the screen. Tap **Balance** > **Set Password**. Type a password.
2. On the home screen, swipe down from the top of the screen.
   - To immediately lock your work space, tap .
   - To automatically lock your work space after a set amount of time, tap **Balance** > **Lock work space after**.

Take care to remember your work space password, as it can't be reset or recovered. When you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Unlock your device with a network unlock code

To obtain the unlock codes for your BlackBerry device, contact your service provider.

Your device might be network locked which allows your device to make a mobile network connection with only your current service provider. For example, if you want to use a micro SIM card from another service provider, you might need to enter an unlock code.

Tip: To see the current service provider associated with your device, on the home screen, swipe down from the top of the screen. Tap **Settings** > **About** > **SIM Card**.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **SIM Card**.
3. In the **Phone Network Lock** section, tap a locked item.
4. When prompted, enter the unlock code.

CAUTION: For security reasons, each unlock code can only be entered incorrectly 10 times. If you exceed the number of allowed attempts to enter an unlock code, your micro SIM card will allow emergency calls only. For assistance, contact your service provider.

Change or remove your device password

CAUTION:

If you can't remember your password, the only way to change your password or regain access to your BlackBerry device is to delete all of your data by completing a security wipe.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Device Password** > **Change Password**.

To stop using a password, set the **Device Password** switch to **Off**.

Change your work space password

1. On the home screen, swipe down from the top of the screen.
2. Tap **Balance** > **Change Password**.
3. To unlock your work space and BlackBerry device using the same password, set the **Use as my device password** switch to **On**.

Take care to remember your work space password, as it can't be reset or recovered. When you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Protect your micro SIM card with a PIN

You can use a micro SIM card PIN to prevent unauthorized use of your micro SIM card in another device. For example, if you lost your micro SIM card and someone tries to use it in another device, the micro SIM card can't be used unless the PIN is entered correctly.

You can request the PIN for your micro SIM card from your service provider.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Micro SIM Card**.
3. Set the **Micro SIM Card PIN Lock** switch to **On**.
4. Type the micro SIM card PIN that your service provider gave you.

CAUTION: If you exceed the number of allowed attempts to enter the micro SIM card PIN, your micro SIM card will stop functioning. To unblock your micro SIM card, contact your service provider.

Change your micro SIM card PIN

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Micro SIM Card**.
   - To change the PIN that protects your micro SIM card, tap **Change PIN 1**.
   - To change the PIN that controls access to calling features such as fixed dialing, tap **Change PIN 2**.

Finding and protecting a lost device

BlackBerry Protect includes features designed to help you find your BlackBerry device and help protect your device's data if your device is ever lost or stolen. You can manage up to seven devices from your BlackBerry Protect account.

After you turn on BlackBerry Protect in your device settings, visit http://protect.blackberry.com and sign in with your BlackBerry ID. On the BlackBerry Protect website, you can view the current location of your device on a map, make it ring

(even if it's in silent mode), or display a custom message on your locked device to provide instructions about how to contact you. If your device is stolen, you can remotely lock it, change the password, or delete all of the data from your device.

If you add a work email account to your device, your administrator might disable BlackBerry Protect, or the ability to remotely change your password or locate your device.

Set up BlackBerry Protect on your device

To use BlackBerry Protect, your BlackBerry device must be connected to a wireless network.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry Protect**.
3. Set the **BlackBerry Protect** switch to **On**.
4. To be able to view the current location of your device on a map, tap **Location Settings**. Set the **Location Services** switch to **On**.

Tip: To use BlackBerry Protect features, go to http://protect.blackberry.com and sign in with your BlackBerry ID.

Tutorial: Setting up BlackBerry Protect on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice setting up BlackBerry Protect on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/blackberryprotect/en

Setting security permissions for apps

BlackBerry 10 OS includes application permissions that are designed to let you control the information and features that an application can access on your BlackBerry device. For example, you can control whether an app can access your email, contacts, pictures or the location of your device. Keep in mind that some applications require specific permissions to work. You can also help safeguard your device by downloading apps only from trusted sources, such as the BlackBerry World storefront.

When you open an app for the first time, your device might display a list of the files and features that the app wants to access. If something doesn't seem right to you, you can reject the app's request to access an item. For example, you might download a game that requests access to your messages, which might make sense if the game includes a feature to share your game score. However, if you aren't comfortable with the game having the ability to compose and view your email messages, you can turn off access to messages or delete the app. You can view or change permissions for most apps in your device settings.

For some apps, when you install the app, you are prompted to accept or decline all of the requested permissions. If you decline, the prompt will appear again the first time you open the app. You can't change the application permissions later unless you delete and reinstall the app.

Change or view app permissions

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Application Permissions**.
   - To view permissions for a particular app, tap an app.
   - To view which apps use a particular permission, tap **All Permissions**. Tap the permission that you want.
3. To turn on or turn off a permission, tap the switch.

Tip: If an app isn't working as you expect it to, consider setting all of the permissions the app requests to **On**.

Securing your email

You can digitally sign or encrypt messages if you use a work email account that supports S/MIME-protected messages or IBM Notes email encryption on your BlackBerry device. Digitally signing or encrypting messages adds another level of security to email messages that you send from your device.

Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. With S/MIME-protected messages, when you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message hasn't been changed.

Encryption is designed to keep messages confidential. With S/MIME-protected messages, when you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

Your BlackBerry device supports keys and certificates in the following file formats and file name extensions:

- PEM (.pem, .cer)
- DER (.der, .cer)
- PFX (.pfx, .p12)

Set up S/MIME-protected messaging

You need to store a private key and certificate on your BlackBerry device to send signed or encrypted email messages using S/MIME-protected messaging. You can store a key and certificate by importing the files from a work email message.

1. Open a work email message with a certificate attachment.
2. Touch and hold .
3. Tap .
4. If necessary, enter the password.
5. Tap .
6. Tap > > **Secure Email**.

7. If necessary, tap the **S/MIME** tab.
8. Set the **S/MIME** switch to **On**.
9. Below **Signing Certificate**, in the drop-down list, tap the certificate that you imported.
10. Below **Encryption Certificate**, in the drop-down list, tap the certificate that you imported.

Turn on IBM Notes email encryption on your device

To complete this task, you must add a work account that supports IBM Notes email encryption to your device.

1. In the BlackBerry Hub, tap > > **Secure Email**.
2. If necessary, tap the **NNE** tab.
3. Set the **NNE** switch to **On**.

Sign or encrypt a message

You must use a work email account that supports S/MIME-protected messages or IBM Notes mail encryption to send a signed or encrypted email message.

1. When you compose a message, slide your finger down on the screen.
2. In the drop-down list, tap a signing or an encryption option.

Tip: You can change the default email security used for messages you send. For example, if you use S/MIME to protect your messages, you can send clear-signed messages that can be opened by any email application, or opaque-signed messages that can be opened only by email applications that support encryption. In the BlackBerry Hub, tap > > **Secure Email**. If necessary, tap **S/MIME** or **NNE**. Change the email security settings.

Secure email icons

Icon	Description
	The email is digitally signed.
	The email is encrypted.
	The digital signature was successfully verified.
	There is not enough information to verify the digital signature.
	The digital signature failed verification.
	A certificate is attached to the email.
	The certificate chain is trusted or the certificate status is good.

Icon	Description
	There is an error with the certificate chain or the certificate status.
	The certificate status is being determined.
	The certificate chain has been revoked.

Wipe your device to delete your data

Before you wipe your BlackBerry device, consider backing up your data on a computer. A security wipe is designed to permanently delete your data so it can't be recovered. This includes email accounts, downloaded apps, media files, documents, browser bookmarks, and settings.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Security Wipe**.
3. Type **blackberry**.
4. Tap **Delete Data**.
   When the security wipe is complete, your device is turned off automatically. To turn on your device, press the **Power/Lock** key on the top of your device.

Tip: If you are planning to give away or recycle your device, remember to also remove your micro SIM card and media card.

Delete your work space

If you no longer want to associate your device with your organization's network, you can remove only your work space. The apps and files stored in your personal space are left intact.

CAUTION: Deleting the work space will permanently erase all of the content and files stored within it, such as work files, messages, pictures, and videos. To add a work account back to your device, you will need to contact your adminstrator.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Balance** > **Delete**.

About BlackBerry Balance

BlackBerry Balance technology helps address corporate security concerns without limiting personal use of your BlackBerry device. If your administrator turns on BlackBerry Balance, the device data, apps, and network access are separated so that you have a work space and a personal space. The separate spaces help you avoid activities such as accidentally copying work data into a personal app, or displaying confidential work data during a BBM Video chat.

By default, your device uses the personal space. You can it use for activities such as taking pictures, downloading videos, playing games online, saving files to a media card, and posting on a social network.

In your work space, you can access your work email, contacts, and calendar, create work documents, and browse to corporate intranet sites. Your work space can include a separate version of BlackBerry World that contains the applications you are allowed to download and use at work. If your work space is protected with a password, you must unlock your work space to reveal the details about your work data.

You can access both personal data and work data from certain places, such as Search.

Switch between your personal and work spaces

When BlackBerry Balance technology is set up on your BlackBerry device, you can quickly switch between your personal and work spaces.

Tip: To differentiate between your work space and personal space, you can set a different wallpaper for your personal space.

Do one of the following:

- To switch between spaces from the home screen, swipe down from the top of the screen. In the Quick Settings,tap **Switch to Personal** or **Switch to Work**.
- To switch between spaces from within the Pictures app, Adobe Reader, Documents To Go, or File Manager, tap . Tap **Personal** or **Work**.

Using Parental Controls

Parental Controls are designed to give you more control over how a BlackBerry device can be used and contacted. You can turn off access to certain apps, features, and content. You can also restrict incoming phone calls and messages to people in the Contacts app.

Parental Controls settings are protected with a password, making them difficult to change or turn off without your knowledge. You can set your device so that the Parental Controls password is required to add an email or social networking account, or to purchase an app from the BlackBerry World storefront.

Note: If BlackBerry Balance technology is turned on, the Parental Controls feature is not available.

Restrict or limit access to features and content

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Parental Controls**.
3. Make sure that the **Parental Controls** switch is set to **On**.
4. Enter the Parental Controls password.
5. Tap to change the options.

Turn on encryption

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Encryption**.
3. Do any of the following:
   - Set the **Device Encryption** switch to **On**.
   - Set the **Media Card Encryption** switch to **On**.

CAUTION: Try to decrypt or back up your encrypted media card files before a security wipe, which is designed to delete your BlackBerry device data including the encryption key. You can't access encrypted media card files without this encryption key.

Import a certificate from your computer

1. Do one of the following:
   - To import the certificate using a USB connection, connect your BlackBerry device to your computer using a USB cable. If necessary, on your computer, enter your device password.
   - To import the certificate using a Wi-Fi connection, tap **Storage and Access**. Set the **Access using Wi-Fi** switch to **On**. Type a storage access password. Tap **Identification on Network** and make note of the **Username**.
2. On your device, swipe down from the top of the home screen.
3. Tap **Settings** > **About**.
4. In the drop-down list, tap **Network**.
5. In the **Wi-Fi** or **USB** section, make note of the **IPv4** address.
6. On your computer, navigate to and copy a certificate file.
   - If your computer uses a Windows operating system, in a Run command, type the IP address in the following format: \\xxx.xxx.xxx.xxx.
   - If your computer uses a Mac operating system, select **Go** > **Connect to Server**. Type the IP address in the following format: smb://xxx.xxx.xxx.xxx.
7. Do one of the following:
   - If your computer uses a Windows operating system, open the **media\downloads** folder. If necessary, enter the username and storage access password.
   - If your computer uses a Mac operating system, open the **media/downloads** folder. If necessary, enter the username and storage access password.
8. Paste the certificate into the **media\downloads** or **media/downloads** folder.
9. On your device, tap > **Security and Privacy** > **Certificates** > **Import**.
10. Follow the instructions on the screen.

Managing VPN profiles

A VPN profile contains the information that you need to log in to your organization's network over a VPN or Wi-Fi connection. Depending on your organization, you might have more than one VPN profile on your BlackBerry device.

For more information on VPN profiles, contact your administrator.

Add a VPN profile

You need a Wi-Fi or VPN connection before you can add a new VPN profile.

You might have one or more VPN profiles on your BlackBerry device, depending on the options that your administrator sets for you.

If you use a work account that is supported by BlackBerry Enterprise Service 10, some VPN profiles might be automatically added and you don't have to manually add a VPN profile. If you don't see an option to add a VPN profile, then your administrator has turned off this type of connection.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **VPN** > **Add**.
3. Complete the fields. If you don't have the required information, contact your administrator.
4. Tap **Save**.

About smart cards

You can use a smart card and your device password to unlock your BlackBerry device. You can also use smart card certificates to send S/MIME-protected messages.

Smart cards store certificates and private keys. You can import certificates from a smart card to your device by using the BlackBerry Smart Card Reader or a microSD smart card. Private key operations such as signing and decryption use the smart card. Public key operations such as verification and encryption use the public certificates on your device.

Using a smart card with your device

Use two-factor authentication

You can use a smart card and your BlackBerry device password to unlock your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Device Password** > **Authenticator Settings**.
3. Set the **Smart Card User Authenticator** switch to **On**.

- To set your device to remember the format of the password that you type in a password field (numeric or alphanumeric), set the **Smart Password Entry** switch to **On**.
- To set your device to lock when you remove your smart card from your device or BlackBerry Smart Card Reader, set the **Lock on Card Removal** switch to **On**.
- To set your device to use a smart card to unlock your device or your work space, in the **Use Authenticator for** drop-down list, tap **Device** or **Work**.

Import a certificate from a smart card

You can import a certificate from a microSD smart card inserted in your BlackBerry device, or a BlackBerry Smart Card Reader that is paired with your device using Bluetooth technology.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Smart Card** > **Import Certificates**.
3. Follow the instructions on the screen.

Store your smart card password on your device

You can set your BlackBerry device to temporarily store your smart card password, so that you don't have to enter it as often. To clear the cache, lock your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Smart Card**.
3. Set the **PIN Caching** switch to **On**.

Turn off LED notifications for a smart card

The red LED flashes when your BlackBerry device accesses data on a smart card. You can turn off this indicator.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Smart Card**.
3. Set the **LED Activity Indicator** switch to **Off**.

Frequently asked questions: Security

How do I reset my device password if I forget it?

Your BlackBerry device password can't be recovered or changed if you don't enter your current password correctly. For security reasons, the only way that you can reset your password without knowing your current password is to delete all of your device data. You can do this by entering an incorrect device password multiple times.

BlackBerry recommends that you regularly create and save a backup file on your computer.

What content is in my work space and my personal space?

If your administrator turns on BlackBerry Balance technology, the device data, apps, and network access are separated so that you have a work space and a personal space.

Open work apps appear with a icon on the home screen.

Depending on the rules set by your administrator, some apps and features might be available in your work space, personal space, or both. The table below describes the default behavior for most apps.

Description	Apps
These apps are available only in your work space and display work data.	• BlackBerry Work Drives • BlackBerry World for Work
These apps are available only in your personal space and display personal data. Depending on the rules set by your administrator, you might have access to work contacts in the Phone, BBM, and text messaging apps.	• BBM • BlackBerry Protect • BlackBerry Story Maker • BlackBerry World • Calculator • Camera • Clock • Compass • Facebook • Media card • Phone • Micro SIM card • Smart Tags • Text messaging • Twitter • Video camera • Voice Activated Dialing • Weather • YouTube
These apps and features are available in your work space and personal space. Your work and personal data is displayed together.	• BlackBerry Bridge • BlackBerry Hub • BlackBerry Remember • Bluetooth

Description	Apps
	• Calendar • Contacts • NFC • Search
These apps are available in your work space and personal space. Depending on which space you open an app in, you can access either your work data or personal data. You can open two instances of these apps at the same time.	• BlackBerry Maps • Box • Browser • Documents To Go • File Manager • Music • Password Keeper • Pictures • Videos • Voice Control (icon appears in the personal space only)

Can I use personal apps on my work's network?

If your administrator turns on BlackBerry Balance technology, you or your administrator can only allow work apps to access your organization's Wi-Fi or VPN network.

To set or view the networks that your personal apps can use, on the home screen, swipe down from the top of the screen. Tap **Balance**. See the **Personal App Connections** section.

If personal apps aren't allowed to use your organization's networks and if a personal network isn't available, personal apps that need access to the Internet might not work.

Where is my picture that I just took?

If your BlackBerry device uses BlackBerry Balance technology, attachments saved from work email messages are only accessible in the work space. Any pictures taken using your device camera, whether you opened the Camera app from your work or personal space, are stored in your personal space. All of your media card files are also stored in your personal space.

For example, since BBM is a personal app, to create a profile picture, you can use a picture taken with your camera, but you can't use a picture that you downloaded from an email message sent to your work account.

What happens to my device data if I leave my organization?

Your administrator can delete all of your BlackBerry device data, including your personal content. This feature helps to secure your device if your device was lost or stolen.

If your administrator turns on BlackBerry Balance technology, your administrator can delete your work data from your device and leave your personal data and applications intact. Some of your personal data might be deleted from your device if it overlaps with your work data (for example, a personal contact who works in your organization).

If you prefer to keep your personal data intact and only remove work data from your device, contact your administrator.

Work space and BlackBerry Balance

About BlackBerry Balance

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- To switch between spaces from within the Pictures app, Adobe Reader, Documents To Go, or File Manager, tap . Tap **Personal** or **Work**.

Lock your work space

If your BlackBerry device uses BlackBerry Balance technology to separate your work and personal activity, you can lock your work space and continue to access personal files, personal apps, and personal data on your device.

1. If you don't have a work space password, to create one, on the home screen, swipe down from the top of the screen. Tap **Balance** > **Set Password**. Type a password.
2. On the home screen, swipe down from the top of the screen.
   - To immediately lock your work space, tap .
   - To automatically lock your work space after a set amount of time, tap **Balance** > **Lock work space after**.

Take care to remember your work space password, as it can't be reset or recovered. When you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Change your work space password

1. On the home screen, swipe down from the top of the screen.
2. Tap **Balance** > **Change Password**.
3. To unlock your work space and BlackBerry device using the same password, set the **Use as my device password** switch to **On**.

Take care to remember your work space password, as it can't be reset or recovered. When you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Delete your work space

If you no longer want to associate your device with your organization's network, you can remove only your work space. The apps and files stored in your personal space are left intact.

CAUTION: Deleting the work space will permanently erase all of the content and files stored within it, such as work files, messages, pictures, and videos. To add a work account back to your device, you will need to contact your adminstrator.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Balance** > **Delete**.

Frequently asked questions: Work space and BlackBerry Balance

Does my device have BlackBerry Balance?

BlackBerry Balance is available only to BlackBerry devices associated with a BlackBerry Enterprise Server.

To confirm if your device uses BlackBerry Balance, do one of the following:

- On the home screen, swipe down from the top of the screen. Tap **Settings** > **About**. In the **Category** drop-down list, scroll and look for **Work Space**. If you don't see that, or you see **Work Space Only**, your device isn't set up to use BlackBerry Balance.
- On the home screen, swipe down from the top of the screen. Tap **Settings** > **Balance**.

How do I set up BlackBerry Balance?

BlackBerry Balance must be set up by your administrator and requires a work account associated with a BlackBerry Enterprise Server. After BlackBerry Balance is set up, a work space is automatically added to your BlackBerry device and you are prompted to finish the activation.

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Description	Apps
	• Camera • Clock • Compass • Facebook • Media card • Phone • Micro SIM card • Smart Tags • Text messaging • Twitter • Video camera • Voice Activated Dialing • Weather • YouTube
These apps and features are available in your work space and personal space. Your work and personal data is displayed together.	• BlackBerry Bridge • BlackBerry Hub • BlackBerry Remember • Bluetooth • Calendar • Contacts • NFC • Search
These apps are available in your work space and personal space. Depending on which space you open an app in, you can access either your work data or personal data. You can open two instances of these apps at the same time.	• BlackBerry Maps • Box • Browser • Documents To Go • File Manager • Music • Password Keeper • Pictures • Videos • Voice Control (icon appears in the personal space only)

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What happens to my device data if I leave my organization?

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If your administrator turns on BlackBerry Balance technology, your administrator can delete your work data from your device and leave your personal data and applications intact. Some of your personal data might be deleted from your device if it overlaps with your work data (for example, a personal contact who works in your organization).

If you prefer to keep your personal data intact and only remove work data from your device, contact your administrator.

Troubleshooting: Work space and BlackBerry Balance

My device is quarantined

Your BlackBerry device might be quarantined if you add a work account that is associated with a BlackBerry Enterprise Server and the micro SIM card in your device doesn't have services activated correctly.

If your device is quarantined, your administrator might delete the data on your device, prevent access to unlock your device, or remove your device from your organization's network.

To leave quarantine, try using a different micro SIM card or changing your service plan. For further assistance, contact your administrator.

BlackBerry ID

About BlackBerry ID

A BlackBerry ID gives you convenient access to multiple BlackBerry products and services. After you create a BlackBerry ID, you can use your email address and password to log in to any BlackBerry product that supports BlackBerry ID. With BlackBerry ID, you can manage apps that you downloaded from the BlackBerry World storefront and download the apps when you switch devices. You should sign in with the same BlackBerry ID on all of your BlackBerry devices.

If you previously created a BlackBerry ID, you must use it when you set up your new device instead of creating a new BlackBerry ID. You can log in to both a tablet and smartphone using the same BlackBerry ID.

Set up a new BlackBerry ID

Tip: It's important to choose a password that you can remember. For your BlackBerry ID username, be sure to use an email address that you use frequently. Recovery details can be sent to the email address that you use as your BlackBerry ID username if you forget your BlackBerry ID password. The email address that you use as a BlackBerry ID username doesn't have to be associated with your BlackBerry device.

1. To create a new BlackBerry ID when you set up your BlackBerry device, on the **BlackBerry ID** screen, tap **Create New**.
2. Complete the instructions on the screen.

Change your BlackBerry ID password

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry ID**.
3. Tap **Change Password**.

Change your BlackBerry ID information

You can change your username, screen name, first name, or last name.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry ID**.
3. Tap .

Tutorial: Creating a BlackBerry ID on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice creating a BlackBerry ID on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/blackberryID/en

Tutorial: Signing in with a BlackBerry ID on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice signing in with a BlackBerry ID on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/bbid_signin/en

Using your BlackBerry ID to switch devices

Using your BlackBerry ID on a new device

When you switch to a new BlackBerry device, during setup, you will be prompted to enter your BlackBerry ID username and password. It's important to use the same BlackBerry ID that you used on your previous device, since many of your apps and settings are associated with your BlackBerry ID.

For instance, when you use your existing BlackBerry ID on your new device, you can reinstall apps that you downloaded on your previous device from the BlackBerry World storefront, if a version of that app exists for your new device.

Find your BlackBerry ID on your old device

If you have previously created a BlackBerry ID and are switching to a new BlackBerry device, it's important to sign in using your existing BlackBerry ID, as many of your apps and settings are associated with it.

1. On the home screen of your old device, click **Options**.
2. Depending on your device, do one of the following:

- Click **Third Party Applications** > **BlackBerry ID**.
- Click **Device** > **BlackBerry ID**.
- Click **BlackBerry ID**.

FAQ: BlackBerry ID

How do I reset my lost or forgotten BlackBerry ID password?

You can have the instructions about resetting your BlackBerry ID password sent to the email address that you use as your BlackBerry ID username. For security reasons, your BlackBerry ID password can't be reset for you.

Do one of the following:

- To reset your password on a computer, visit www.blackberry.com/blackberryid. Click **Reset your password**. Complete the instructions on the screen.
- To reset your password on your BlackBerry device, when you are prompted to sign in with your BlackBerry ID, click **Forgot Password**. Answer your security question and complete the instructions on the screen.

Once you have completed the steps above, you will receive a password reset email. If you complete the steps to reset your password on a computer, the password reset email can only be viewed on a computer and isn't delivered to your device. If you follow the steps to reset your password on your device, the password reset email will be delivered to your device. Complete the instructions in the email to reset your BlackBerry ID password.

What is the difference between my BlackBerry ID username and screen name?

Your BlackBerry ID username is the email address that you use when you log in using your BlackBerry ID. The BlackBerry ID screen name is the name that appears when you submit app reviews in the BlackBerry World storefront.

Why do I need to re-enter my BlackBerry ID password?

After a certain amount of time, if you aren't actively using the app or service that supports BlackBerry ID, you might be prompted to re-enter your password. For example, you might be prompted to re-enter your BlackBerry ID password before you download apps from the BlackBerry World storefront.

You might also be required to re-enter your BlackBerry ID if you change any of your BlackBerry ID information, delete all of the data on your BlackBerry device, or update the software on your device.

Can I sign out of BlackBerry ID and sign in with a different BlackBerry ID?

You can only sign in with one BlackBerry ID on your BlackBerry device. If you want to sign out and then sign in with a different BlackBerry ID, you must delete all of the data from your device.

Troubleshooting wizard: I need help with my BlackBerry ID

The troubleshooting wizard guides you through a series of questions and tasks that are intended to help you solve your BlackBerry ID issue.

Start the troubleshooting wizard

http://docs.blackberry.com/troubleshooting/blackberryID/en

Note: This troubleshooting wizard is available in English only.

Password Keeper

About Password Keeper

You can use the Password Keeper application to store all your passwords in one place on your BlackBerry device. You can also use Password Keeper to generate random passwords that contain numbers, letters, and symbols if you want a password that is difficult to guess.

Password Keeper is designed to encrypt your passwords to protect them. When you type your password for Password Keeper, Password Keeper decrypts your passwords, so you can see them.

Transfer passwords to Password Keeper

You can transfer the password data that you saved on your previous BlackBerry device to your BlackBerry 10 device. To transfer the passwords, you must have backed up the password data as part of the backup file during the device switch process, or created a backup of your current passwords on your BlackBerry 10 device. If you saved the password data to a media card, the device automatically detects this data on the media card. If you haven't saved your backup data to a media card, you can also use BlackBerry Link or BlackBerry Protect to transfer the backed up password data.

1. On your BlackBerry 10 device, download the Password Keeper app from BlackBerry World storefront.
2. On the home screen, tap **Password Keeper**.
3. Enter your Password Keeper password.
4. Swipe down from the top of the screen.
5. Tap **Settings** > **Import Passwords**.
6. Enter your previous Password Keeper or BlackBerry Wallet password to transfer the passwords from a previous device to the Password Keeper app.

Note: Only credentials that are compatible between the BlackBerry Wallet app and the Password Keeper app are imported. Credit card credentials are not imported.

After the Password Keeper data is imported, it is removed from the backup file; however, other personal data remains in the backup file.

Manage passwords in Password Keeper

You can add, change, or delete password records in Password Keeper.

To manage your records perform any of the following actions:

- To add a record, tap . Type the required information, and tap **Save**.
- To edit a record, select a record and tap . Edit the information, and tap **Save**.
- To delete a record, touch and hold a record and tap .

Tip: You can multiselect records to delete by tapping .

Change the Password Keeper password

1. In the Password Keeper application, swipe down from the top of the screen..
2. Tap > **Change Password Keeper Password**
3. Type your current password for Password Keeper.
4. Tap **Next**.
5. Type a new password.
6. Type the new password again to confirm.
7. Tap **Save**.

Use a password or username from Password Keeper

You can copy a password or username and paste it into your login information on a website.

1. In Password Keeper, select a password or username to copy.
2. Tap **Copy Password** or **Copy Username**.
   The message "Username/Password copied to clipboard successfully" appears.
3. To paste the password or username, do any of the following on the appropriate website:
   - Tap the text field > > **Paste**.
   - Tap and hold the text field. Tap **Paste**.

Prevent password and username copying

You can turn on or turn off the password and username copying feature at any time.

1. In the Password Keeper application, swipe down from the top of the screen. Tap .
2. Clear the **Allow Clipboard Copy** checkbox.

The **Copy Password** and **Copy Username** options are no longer available. You cannot copy and paste your passwords or usernames. You must type them manually instead.

Hide or show passwords in Password Keeper

To hide or show a password in the Password Keeper application, do any of the following:

- In Password Keeper, swipe down from the top of the screen. Tap . Select or clear the **Show Password** checkbox.
- After entering a password in a password field, tap .

Generate a random password

You can change the criteria for generating random passwords in the Password Keeper application.

1. Tap , and do any of the following:
   - Change the **Length** field.
   - Select or clear the **Include Letters**, **Include Numbers**, or **Include Symbols** checkboxes.
2. In the home screen of the Password Keeper application, tap .
3. Type the website and username information.
4. Tap **Generate a Password**.

Note: If password copying is turned off, you must type the generated password (letters, numbers, and symbols) when you want to use it.

Search in Password Keeper

1. In the Password Keeper application, tap .
2. Type the title, username, website name, or notes you are searching for.
3. Select the appropriate record.

If no results are found during your search, you can add a new password record by tapping **Add to Password Keeper**.

Lock Password Keeper

There are two ways to lock Password Keeper. You can lock it manually or set the option to have Password Keeper lock automatically when you minimize the application or lock the screen.

In the Password Keeper application, swipe down from the top of the screen, and do one of the following:

- To lock manually, tap .
- To lock automatically, tap . Select or clear the appropriate checkbox.

Create security questions and answers in Password Keeper

You can create personalized security questions and answers for Password Keeper records so that your passwords are difficult to guess.

1. Add a new record or select an existing record in Password Keeper and tap .
2. In the Add or Edit screen, tap .
3. Select a Generic security question from the list or create a personalized question by tapping .
4. Type in your security answer or tap **Generate an Answer**.
5. Tap **Save**.

Duplicate the password record

To create a new record based on existing information stored in the Password Keeper application, complete the following:

1. In Password Keeper, touch and hold a record.
2. Tap .
3. Change or remove the existing information, and tap **Save**.

Add a password record to your favorites

You can list a record as a favorite. Favorites appear at the top of your records list in Password Keeper.

1. In Password Keeper, touch and hold a record.
2. Tap .

Share text and websites with Password Keeper

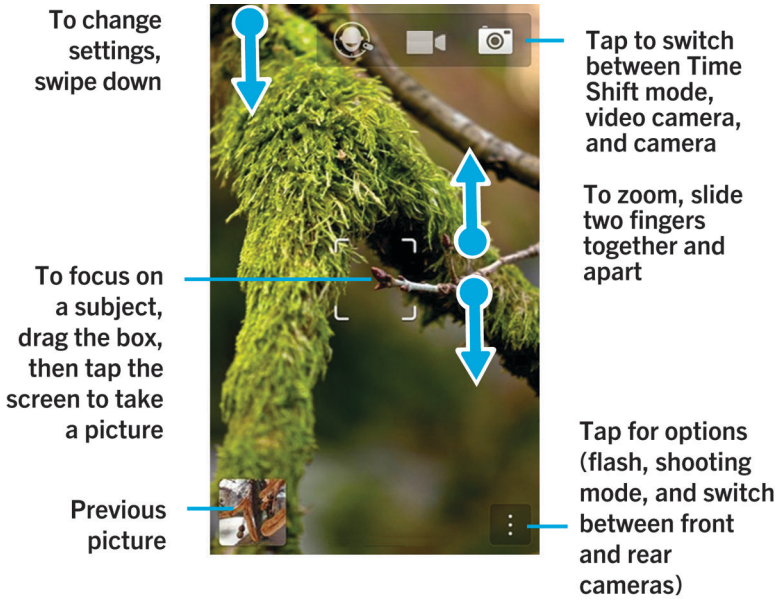
To add websites or text to your Password Keeper records, do all of the following:

1. Open any application or browse to a website and select the information you want to share with Password Keeper.
2. Tap > .
3. Tap **Password Keeper**.
4. Add any additional information to your new record.
5. Tap **Save**.

Media

Camera

Camera app at a glance


To change settings, swipe down
Tap to switch between Time Shift mode, video camera, and camera
To zoom, slide two fingers together and apart
To focus on a subject, drag the box, then tap the screen to take a picture
Tap for options (flash, shooting mode, and switch between front and rear cameras)
Previous picture

Taking pictures and recording videos

Tip: To quickly take a picture or start recording a video from the Camera application, press the **Volume Up** key or the **Volume Down** key. Press either key again to stop recording.

Take a picture

Tip: To make sure that your picture looks the best when being displayed on devices other than your BlackBerry device, such as a computer screen, make sure that you hold the camera in landscape view before you take the picture.

1. Make sure that is selected.
    - To change what the camera focuses on, drag the focus box anywhere on the screen.

- To zoom in or zoom out, slide your fingers apart or together on the screen. Zoom only works in Normal and Stabilization shooting modes.

2. Do any of the following:
   - To take one picture, tap anywhere on the screen.
   - To take continuous pictures when you have Burst shooting mode turned on, touch and hold the screen. The camera will stop taking pictures when you take your finger off of the screen.

Tip: To turn on grid lines, in the Camera app, swipe down from the top of the screen. Tap . Set the **Display Grid Lines** switch to **On**.

Record a video

Tip: To make sure that your recorded video looks the best when being played on devices other than your BlackBerry device, such as a computer screen, make sure that you hold the camera in landscape view before you record the video.

1. Make sure that is selected.
2. To change what the video camera focuses on, drag the focus box anywhere on the screen.
3. To zoom out or zoom in, slide your fingers together or apart on the screen.
4. To start recording, tap anywhere on the screen.

To stop recording, tap the screen again.

Turn on autofocus lock

You can use the autofocus lock on your BlackBerry device to take multiple pictures and videos without having to wait for the focus to adjust between takes.

When the focus box turns green, touch and hold inside of the focus box.

appears in the focus box when autofocus is set.

To turn off autofocus, drag the focus box anywhere on the screen or tap inside of the focus box.

Record a video in stereo

You can capture videos in stereo by turning your BlackBerry device to landscape view.

Tip: When you connect a stereo headset to your device, stereo recording is available regardless of device orientation.

Switch between the camera, the video camera, and Time Shift mode

In the Camera app, you can take pictures and record videos using the camera, video camera, and Time Shift capture modes.

1. Tap your current capture mode: , , or .
2. Tap the capture mode that you want to use.

Access the Camera app from the Lock screen

On the **Lock** screen, touch and hold .

Peek at the last picture or video that you took

You can peek at the last picture that you took or the video that you recorded to see if you captured what you wanted.

1. Touch and hold the thumbnail at the bottom of the screen.
2. Slide your finger up to expand the thumbnail.
   - To return to the Camera app, lift your finger from the screen.
   - To delete the picture or video, slide you finger to the right on to .
   - To share the picture or video, slide your finger to the right on to .

Using Time Shift mode

Time Shift mode lets you take a bunch of photos at once so that you can pick the best one of the set. Did someone blink in every shot, or cough just as you took the picture? You can fix that by swapping in different expressions for any person until everybody is picture perfect.

Take the best picture possible using Time Shift mode

1. Make sure is selected.
2. Take a picture and keep the camera steady until the picture appears.
3. Move the slider at the bottom of the screen back and forth until you find the best picture.
4. Tap .

Replace a person's expression using Time Shift mode

1. Make sure is selected.
2. Take a picture.
3. Drag the slider at the bottom of the screen back and forth until you find the best picture.
4. Tap a recognized face.
5. Use the dial to browse the available expressions.

6. Tap anywhere on the screen.
7. Tap .

Change the capture settings

You can change the scene mode, the shooting mode, choose whether you use your flash, switch between the front camera and back camera, and more.

1. Tap .
2. Tap the setting that you want to change.

To return to Normal mode, tap the mode icon in the upper-left corner of the camera screen.

Shooting modes

Shooting modes change the way that the camera takes pictures and records videos. For example, you can use Burst mode to take multiple pictures quickly.

Note: Shooting modes don't apply to the Time Shift mode.

Icon	Description
	Normal This mode is available for the camera and the video camera. Normal mode acts the most like a regular camera or video camera and takes a single picture or video at a time.
	Stabilization This mode is available for the camera and video camera. Stabillization mode can reduce the blurriness caused by camera movement when taking pictures and recording videos.
	Burst This mode is available for the camera. Burst mode allows you to take multiple pictures quickly. This is a good shooting mode to use when taking pictures of fast-moving scenes or subjects.
	HDR

Icon	Description
	This mode, also known as High Dynamic Range mode, is available for the camera. HDR mode combines multiple pictures together and can capture the contrast between the light and dark areas of a scene.

Scene modes

Scene modes are designed to improve the quality of the picture or video by changing settings, such as contrast, brightness, and so on.

Icon	Description
	Auto This is the most common mode. It's available for the camera, video camera, and Time Shift mode. Use this mode to capture a wide variety of everyday scenes.
	Action This mode is available for the camera and Time Shift mode. This mode can help to take pictures of fast-moving objects. Try this mode when capturing pictures of sports or children.
	Whiteboard This mode is available for the camera and Time Shift mode. This mode can help to take pictures of whiteboards by improving the contrast between the whiteboard and any writing on the board.
	Night This mode is available for the camera, video camera, and Time Shift mode. This mode is useful when taking pictures and videos in areas with low light.
	Beach or Snow This mode is available for the camera, video camera, and Time Shift mode. This mode can help to compensate for the light levels of the bright sand or snow in a picture or video.

Change the camera settings

You can change your camera settings, such as turning on grid lines, setting where you want to save your pictures and videos to, and setting whether to geotag pictures.

1. In the Camera app, swipe down from the top of the screen.
2. Tap .

Troubleshooting: Camera

I can't turn on the flash or use the video light

Try the following actions:

- There might not be enough battery power left to use the flash or video light. Charge your BlackBerry device and try again.
- The flash might still be charging. Wait a moment and then try again.
- Make sure you're using the rear-facing camera.
- Make sure you aren't using Time Shift, Image Stabilization, or Burst modes. These modes don't use the flash.

I can't take a picture or record a video

Try the following:

- Delete old media files to free up storage space and try again.
- Make sure that neither the camera nor the video camera is in use by another application. Close any application that might be using the cameras, and try again.

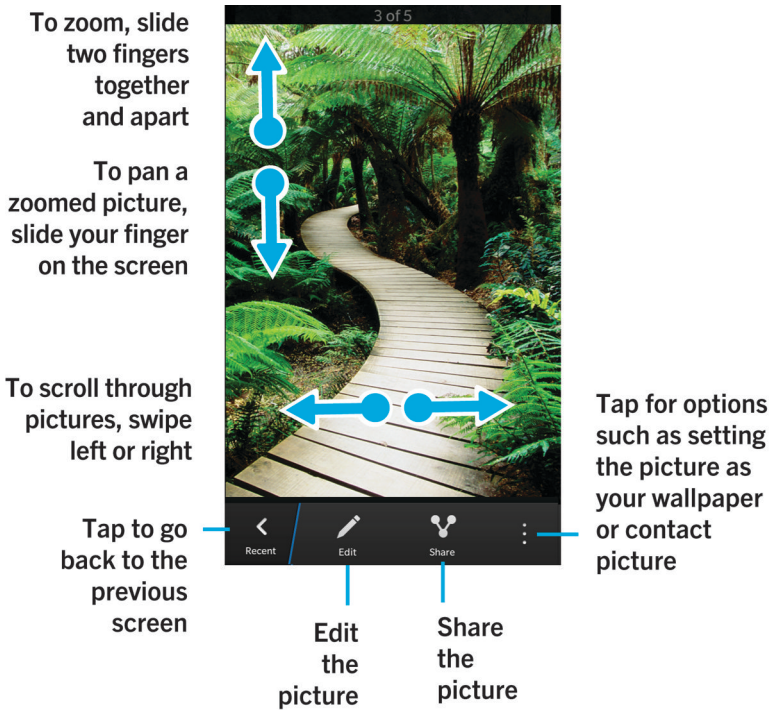
I can't save pictures or videos to my media card

Try one of the following:

- Delete old media files to free up storage space and try again.
- Insert a different media card.
- In the File Manager app, browse to your media card. Make sure that the Camera folder exists and is available. If necessary, create a new folder called **Camera**.
- In the File Manager app, browse to your media card. Check if there are any other files called Camera. Delete or move any other files called **Camera** to a different folder.

Pictures

Pictures app at a glance


To zoom, slide two fingers together and apart
To pan a zoomed picture, slide your finger on the screen
To scroll through pictures, swipe left or right
Tap to go back to the previous screen
Edit the picture
Share the picture
Tap for options such as setting the picture as your wallpaper or contact picture
3 of 5
Recent
Edit
Share

Recent screen

	Depending on the app you're in, see the media files that you recently watched, listened to, viewed, added to your BlackBerry device, and so on.

Albums screen

	See all of the pictures and videos that you took and downloaded or uploaded to your BlackBerry device. Pictures and videos are organized into folders and albums. This is also where you can find preloaded pictures.

Date screen

	See all of the videos and pictures that you took and downloaded or uploaded to your BlackBerry device, organized by the date that you took them. Videos and pictures are organized by the most recently taken or added, to the oldest videos and pictures.

Viewing your pictures

Zoom in to or out from a picture

With a picture open on the screen, do one of the following:

- Double tap where you want to zoom in.
- Slide your fingers together or apart to zoom in or out manually.

Pan a picture

1. Zoom in to a picture.
2. Drag your finger around the screen.

Play or view your media file on a DLNA Certified device

Your DLNA Certified device must be a Digital Media Renderer.

You can wirelessly play or view media files saved on your BlackBerry device on supported DLNA Certified devices, such as computers, TVs, or other home entertainment equipment. Pictures and videos can also be viewed on supported HDMI displays and Wi-Fi CERTIFIED Miracast devices.

Tip: To find out if the device that you're trying to play or view a media file on is DLNA Certified, or for more information about DLNA Certified devices, visit www.dlna.org.

1. Open a media file.
2. Tap .
3. Tap .
4. Select a device to play or view the media file on.

To play or view other media files while still connected to the DLNA Certified device, tap and select a media file.

To stop playing or viewing the media file on the DLNA Certified device, tap .

Switch between your personal and work spaces

When BlackBerry Balance technology is set up on your BlackBerry device and you have at least one media file saved on your device, you can quickly switch between your personal and work spaces.

1. In the Pictures app, on the **Date**, **Recent**, or **Albums** screen, slide your finger down on the middle of the screen.
2. Tap **Personal** or **Work**.

Doing more with your pictures and picture albums

You can do more with your pictures and picture albums such as view them as a slideshow, delete them, send or share them with friends, and so on. You can also view properties of your pictures and picture albums, including size, name, and date taken. You can see the available options by tapping or by touching and holding an album and then tapping .

Set a picture as your wallpaper

1. Open a picture.
2. Tap > > **Wallpaper**.

Tip: If you zoom in to the picture and then set it as your wallpaper, the zoomed in part of the screen is what will appear as your wallpaper.

Edit a picture

The picture editor offers tools for you to use to edit and play with your pictures.

1. Open the picture that you want to edit.
2. Tap .
3. When you're finished, tap **Save**.

Tip: There might be more editing options available than what's visible on the screen. If your BlackBerry device is in portrait view, try swiping left or right on the visible editing options. If your device is in landscape view, try swiping up or down.

Share a picture

You can share pictures with friends, family, contacts, meeting participants, Twitter, and so on, making sure that everyone experiences the special moments with you.

1. Open the picture that you want to share.

2. To edit the picture before you send it, tap .
3. Edit the picture.
4. Tap **Save**.
5. Tap .

Take a screen shot of your device

To take a screen capture of your BlackBerry device, press the **Volume Up** key and the **Volume Down** key at the same time.

Note: If you have BlackBerry Balance installed on your device and your work space is unlocked, screen shots are saved in your work space.

Organizing your pictures and albums

You can organize your pictures into albums using the folder structure in File Manager.

Create an album

With albums, you can organize your pictures into folders based on events, people, dates, or any other category you can think of.

1. On the home screen, tap the **File Manager** icon.
2. Tap the folder that you want to create your album in.
3. Tap > .
4. Type a name for your album.

Note: You must move a picture into the new album before the album appears in the Pictures app.

Tip: To move an album into another folder, touch and hold the album that you want to move. Tap > . Tap the folder that you want to move the folder into. Tap **Move**.

Move a picture to a different album

1. On the home screen, tap the **File Manager** icon.
2. Touch and hold the picture that you want to move.
3. Tap .
4. Tap .
5. Tap the album that you want to move the picture into.
6. Tap **Move**.

Tip: To move a picture into a different folder, touch and hold the picture that you want to move. Tap **Move** > . Tap the folder that you want to move the picture into. Tap **Move**.

Supported picture file extensions

Your BlackBerry device is designed to support the following picture file formats.

- BMP
- JPG
- GIF
- PNG
- TIF
- WBMP

For information about media file extensions and codecs for your device, visit www.blackberry.com/docs/smartphones and click **Smartphones** > **BlackBerry Smartphones** > **Supported Media**.

Troubleshooting: Pictures

I can't open a media file

Make sure the file is in a format that your BlackBerry device supports.

I can't save a media file

Your BlackBerry device or media card might not have enough available storage space to store media files.

Try the following actions:

- If you're trying to save a media file to your device, delete old data or messages from your device.
- If you're trying to save a media file on your media card, delete old media files from your media card.
- In the Camera app, change the video or the picture's aspect ratio to a smaller size. Large videos and pictures use more storage space than smaller videos and pictures.

Music

Playing your music

Play, pause, or skip a song

1. In the Music app, tap a song or album to listen to.
2. Tap > .
3. Tap , , or .

Shuffle your music

Tap to shuffle your selected music.

To stop shuffling your music, tap again.

Tip: After you shuffle your music, to see what's playing next, tap > . Tap the cover art.

Repeat a song or your music list

To repeat your current music list, tap > > . Tap again to repeat the song that's currently playing.

Play or view your media file on a DLNA Certified device

Your DLNA Certified device must be a Digital Media Renderer.

You can wirelessly play or view media files saved on your BlackBerry device on supported DLNA Certified devices, such as computers, TVs, or other home entertainment equipment. Pictures and videos can also be viewed on supported HDMI displays and Wi-Fi CERTIFIED Miracast devices.

Tip: To find out if the device that you're trying to play or view a media file on is DLNA Certified, or for more information about DLNA Certified devices, visit www.dlna.org.

1. Open a media file.
2. Tap .
3. Tap .
4. Select a device to play or view the media file on.

To play or view other media files while still connected to the DLNA Certified device, tap and select a media file.

To stop playing or viewing the media file on the DLNA Certified device, tap .

Doing more with your music

You can do lots more with your music such as search your songs, send or share them with friends, delete songs and albums, view music properties, and so on. You can see the available options by tapping or by touching and holding a song, artist, album, genre, or playlist and then tapping .

Creating playlists and organizing your music

On the Playlists screen, you can create and listen to your own playlists, or play the collections of songs that your BlackBerry device gathers for you. Inside each playlist and collection you can see which artists and albums are featured.

Create a playlist

1. In the Music app, tap > **Create**.
   - To add songs individually to your playlist, beside the songs that you want to add, tap .
   - To add all of the songs by an artist, tap **Artists**. Beside the artist that you want to add, tap .
   - To add albums to your playlist, tap **Albums**. Beside the albums that you want to add, tap .
2. To name your playlist, tap in the text field at the top of the screen and enter a name.
3. Tap .

Add the music that's currently playing to a playlist

When a song or an album is playing, do one of the following:

- To add the song to a playlist, tap > .
- To add the album to a playlist, touch and hold the album name. Tap .

Edit or rename a playlist

1. In a playlist, tap .
   - To change the name of the playlist, in the text field at the top of the screen, enter a new name.
   - To add music to the playlist, tap . Beside the songs, artists, and albums that you want to add, tap .

- To remove a song from the playlist, beside the song that you want to remove, tap .
- To change the song order in the playlist, drag the song to where you want it to go in the playlist.

2. Tap .

Organize your music on the Now Playing screen

You can organize your music without having to create a playlist. Suddenly feel the urge to listen to your favorite song next? Take advantage of the ability to add music to and change the order of your music on the Now Playing screen.

Add music to the Now Playing screen

While another song is playing, touch and hold a song, album, or playlist.

- To play the selected item after the current song is done playing, tap .
- To play the selected item after the current music list is done playing, tap .

Tip: Tap to select multiple songs, albums, and playlists.

Remove and order songs on the Now Playing screen

1. When a song or album is playing, tap > **Edit Order**.
   - To remove a song from the **Now Playing** screen, tap the **minus** icon next to the song that you want to remove.
   - To change the order that the songs play in, on the far right of the screen, touch and hold the **three lines** icon. Drag the song to where you want it to appear in the music list.
2. Tap .

Save your music on the Now Playing screen as a playlist

When a song or album is playing, tap .

- To save the music as a new playlist, tap .
- To add the music to an existing playlist, tap .

Play your last music selection

If you set up a great music list on the Now Playing screen and then you close the Music app or start listening to a new album, you can quickly play your last Now Playing list.

1. In the Music app, tap .
2. Under **Collections**, tap **Last Played**.

Change the volume

When music is playing, do any of the following:

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the **Mute** key on the right side of your device. To turn off mute, press the **Mute** key again.
- To select the type of speaker to play your music on, tap > **Audio**.

Note: Your media volume is separate from your notifications volume. Changing the volume while you listen to your music won't change the volume of your notifications.

Tips: Music

Want to control your music faster and easier when you're in the Music app? Try some of the tips and shortcuts below.

- To quickly skip songs, turn on the Music Shortcuts. On the home screen, swipe down from the top of the screen. Tap **Settings** > **Main Volume**. Set the **Music Shortcuts** switch to **On**. To skip songs, press and hold the **Volume Up** key or **Volume Down** key.
- You can also control the volume of the song that you're listening to using the volume slider. If the volume slider isn't visible, on the **Now Playing** screen, tap the album's cover art.
- To add the song that's currently playing to a playlist, on the **Now Playing** screen, tap > .

Supported audio and video file extensions, formats, and codecs

Depending on your BlackBerry device model and wireless network, some file extensions, formats, and codecs might not be supported.

File extension	Supported video codec(s)	Supported audio codec(s)
3GP	H.263, H.264, MPEG-4	AAC, AMR
3G2	H.263, H.264, MPEG-4	AAC, AMR , QCELP
ASF	WMV 9	WMA
AVI	MJPEG, MPEG-4	MPEG-3

File extension	Supported video codec(s)	Supported audio codec(s)
F4V	V6	Sorenson Spark
ISMV (fragmented MP4)	H.264, WMV9	AAC, WMA
M4V	H.263, H.264, MPEG-4	AAC, MPEG-3, PCM
MKV	H.264, MPEG-4	AAC, MPEG-3, PCM
MOV	H.263, H.264, MJPEG, MPEG-4	AAC, AMR, QCELP
MP4	H.263, H.264, MPEG-4	AAC, AMR
MPEG	H.263, H.264, MPEG-4	AAC, MPEG-3, PCM
WMV	WMV 9	WMA
AAC	—	AAC
AMR	—	AMR
FLAC	—	FLAC, Vorbis
M4A	—	AAC
MIDI	—	MIDI
MKA	—	AAC, MP3, PCM
MP3	—	MPEG-3
OGG	—	FLAC, Vorbis
QCP	—	QCELP
SPMID	—	SP-MIDI
WAV	—	PCM, GSM
WMA	—	WMA 9, WMA 10

For information about media file extensions, formats, and codecs for your device, visit www.blackberry.com/docs/smartphones and click **Smartphones** > **BlackBerry Smartphones** > **Supported Media**.

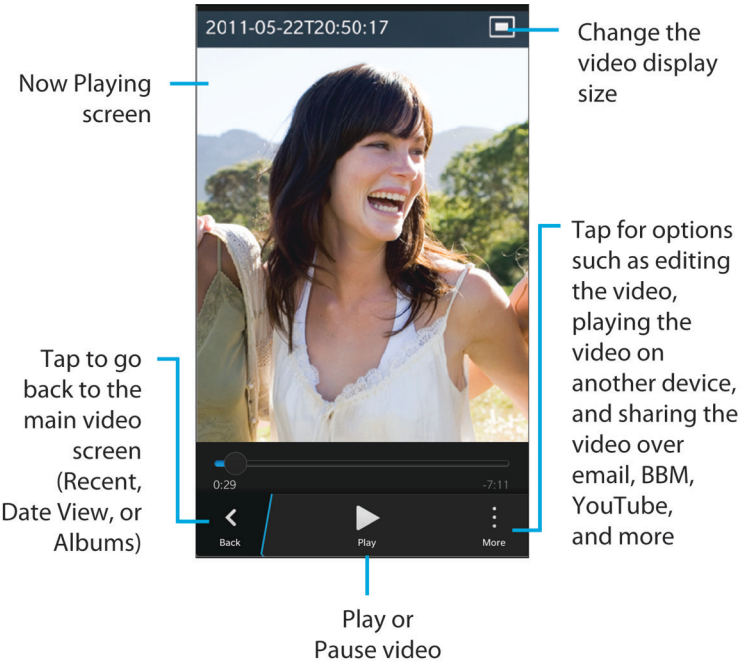
Troubleshooting: Music

I can't open a media file

Make sure the file is in a format that your BlackBerry device supports.

Videos

Videos app at a glance


2011-05-22T20:50:17
Now Playing screen
Change the video display size
Tap for options such as editing the video, playing the video on another device, and sharing the video over email, BBM, YouTube, and more
Tap to go back to the main video screen (Recent, Date View, or Albums)
0:29
-7:11
Back
Play
More
Play or Pause video

Recent screen

	Depending on the app you're in, see the media files that you recently watched, listened to, viewed, added to your BlackBerry device, and so on.

Library screen

	See the media files that you downloaded or uploaded to your BlackBerry device. In the Music app, your media files are organized by artists, albums, and genres.

Date screen

	See the videos and pictures that you took on your BlackBerry device, organized by the date that you took them.

Watching your videos

Tip: If you see the unwatched indicator on a video thumbnail, , it means the video hasn't been watched yet.

Play or pause a video

1. Open a video.
2. To show the video controls, tap the screen.
3. Tap or .

Change the video display size

You can change the display size of the video that you're watching on your screen.

1. To show the video controls, tap the screen.
2. Tap the icon in the upper-right corner of the screen until the video is the size that you want.

Play or view your media file on a DLNA Certified device

Your DLNA Certified device must be a Digital Media Renderer.

You can wirelessly play or view media files saved on your BlackBerry device on supported DLNA Certified devices, such as computers, TVs, or other home entertainment equipment. Pictures and videos can also be viewed on supported HDMI displays and Wi-Fi CERTIFIED Miracast devices.

Tip: To find out if the device that you're trying to play or view a media file on is DLNA Certified, or for more information about DLNA Certified devices, visit www.dlna.org.

1. Open a media file.

2. Tap .
3. Tap .
4. Select a device to play or view the media file on.

To play or view other media files while still connected to the DLNA Certified device, tap and select a media file.

To stop playing or viewing the media file on the DLNA Certified device, tap .

Doing more with your videos

You can do much more in the Videos app, such as delete videos, send or share videos with friends, and so on. You can also view the properties of your videos, including length, name, and date created. You can see the available options by tapping or by touching and holding a video thumbnail and then tapping .

Change the volume

When music is playing, do any of the following:

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry device.
- To decrease the volume, press the **Volume Down** key on the right side of your device.
- To mute the volume, press the **Mute** key on the right side of your device. To turn off mute, press the **Mute** key again.
- To select the type of speaker to play your music on, tap > **Audio**.

Note: Your media volume is separate from your notifications volume. Changing the volume while you listen to your music won't change the volume of your notifications.

Edit a video

You can edit and improve the individual videos on your BlackBerry device. For example, you can crop and change the length of your video, as well as enhance the brightness, color, volume, and more.

1. Touch and hold a video thumbnail.
2. Tap .

Supported audio and video file extensions, formats, and codecs

Depending on your BlackBerry device model and wireless network, some file extensions, formats, and codecs might not be supported.

File extension	Supported video codec(s)	Supported audio codec(s)
3GP	H.263, H.264, MPEG-4	AAC, AMR
3G2	H.263, H.264, MPEG-4	AAC, AMR , QCELP
ASF	WMV 9	WMA
AVI	MJPEG, MPEG-4	MPEG-3
F4V	V6	Sorenson Spark
ISMV (fragmented MP4)	H.264, WMV9	AAC, WMA
M4V	H.263, H.264, MPEG-4	AAC, MPEG-3, PCM
MKV	H.264, MPEG-4	AAC, MPEG-3, PCM
MOV	H.263, H.264, MJPEG, MPEG-4	AAC, AMR, QCELP
MP4	H.263, H.264, MPEG-4	AAC, AMR
MPEG	H.263, H.264, MPEG-4	AAC, MPEG-3, PCM
WMV	WMV 9	WMA
AAC	—	AAC
AMR	—	AMR
FLAC	—	FLAC, Vorbis
M4A	—	AAC
MIDI	—	MIDI
MKA	—	AAC, MP3, PCM
MP3	—	MPEG-3
OGG	—	FLAC, Vorbis
QCP	—	QCELP
SPMID	—	SP-MIDI
WAV	—	PCM, GSM
WMA	—	WMA 9, WMA 10

For information about media file extensions, formats, and codecs for your device, visit www.blackberry.com/docs/smartphones and click **Smartphones** > **BlackBerry Smartphones** > **Supported Media**.

Troubleshooting: Videos

I can't open a media file

Make sure the file is in a format that your BlackBerry device supports.

BlackBerry Story Maker

About BlackBerry Story Maker

The BlackBerry Story Maker lets you make your own story in the form of a movie using pictures and videos that are saved on your BlackBerry device.

Preview a story in BlackBerry Story Maker

Tap an existing story.

Creating and editing stories

Create a story using BlackBerry Story Maker

1. Tap **Create New Story**.
2. Tap or .
3. Tap the pictures and videos that you want to include in your story. Tap **Next**.
4. Select the song for your story's soundtrack. Tap **Next**.
5. Type in the titles and credits that you want to appear in your story. Tap **Done**.
6. If necessary, tap a theme.
7. When you're finished, to save the story, tap .

Tip: If you entered an album to select pictures and videos, you can tap to go back and add pictures and videos from another album.

Edit a story made with BlackBerry Story Maker

You can edit and revise stories that you make with BlackBerry Story Maker.

1. Tap an existing story.
   - To change the theme, tap a theme on the right side of the screen.
   - To change the order of the pictures and videos or to edit them, tap .
   - To add or remove pictures and videos, tap > .
   - To change the song, tap > .
   - To change the titles and credits, tap > .
2. When you're finished, tap .

Tip: To see more themes that might be available off-screen, try swiping up or down on the visible themes.

Delete a story in BlackBerry Story Maker

1. Touch and hold a story.
2. Tap > .

Change your BlackBerry Story Maker settings

1. In BlackBerry Story Maker, swipe down from the top of the screen.
2. Tap .
   - To change the resolution that stories are saved in, set the **Save in 1080p Resolution** switch to **On** or **Off**.
   - To change the location where stories are saved to, set the **Save to Media Card** switch to **On** or **Off**.

Media sharing

About sharing media

You can wirelessly share the media files on your BlackBerry device with DLNA Certified supported devices, such as computers, TVs, or other home entertainment equipment. You can share your media files wirelessly using one of the following methods:

- **Play on**: In the Music, Pictures, and Video apps, use the Play on feature to automatically play or view a file on a selected DLNA Certified device.
- **Media Sharing**: In the Media Sharing settings, if you selected a DLNA Certified device to share media files with, the device that you selected will be able to wirelessly access your media files.

Tip: For more information about DLNA Certified devices, visit www.dlna.org.

Play or view your media file on a DLNA Certified device

Your DLNA Certified device must be a Digital Media Renderer.

You can wirelessly play or view media files saved on your BlackBerry device on supported DLNA Certified devices, such as computers, TVs, or other home entertainment equipment. Pictures and videos can also be viewed on supported HDMI displays and Wi-Fi CERTIFIED Miracast devices.

Tip: To find out if the device that you're trying to play or view a media file on is DLNA Certified, or for more information about DLNA Certified devices, visit www.dlna.org.

1. Open a media file.
2. Tap .
3. Tap .
4. Select a device to play or view the media file on.

To play or view other media files while still connected to the DLNA Certified device, tap and select a media file.

To stop playing or viewing the media file on the DLNA Certified device, tap .

Share your media files with DLNA Certified devices

- Your DLNA Certified device must be a Digital Media Player.
- Your BlackBerry device must be connected to the same Wi-Fi network as the device that you want to share the media files with.

You can use the Media Sharing options in your device settings to allow DLNA Certified devices to wirelessly access your media files.

To find out if the device that you're trying to play or view a media file on is DLNA Certified, or for more information about DLNA Certified devices, visit www.dlna.org.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Media Sharing**.
   - To share your media files, turn on sharing for each type of media file that you want to share.
   - To grant access to devices so that they can access your media files, tap **Devices**. Select the checkbox beside each device that you want to grant access to.

Give your device a nickname

You can change the name of your BlackBerry device as it appears to other devices. This nickname is helpful when you share media files wirelessly or connect using Bluetooth technology.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **About**.
3. In the **Device Name** field, enter the new name for your device.

Maps and locations

Maps

Finding a place

Find a place on a map

You can use the GPS feature on your BlackBerry device to search for a location and then view it on a map to see where you need to go.

On the **Map** tab, in the **Search** field, enter an address or a descriptive word, such as "coffee" or "hospital."

Tip: When viewing multiple search results, tap to view places as pins on the map.

Pin a place on a map

Add pins to your map to make it easy to keep track of where you are going or mark places of interest.

On the **Map** tab, touch and hold the point that you would like to pin.

Clear all pins from a map

On the **Map** tab, tap > .

Start turn-by-turn directions

Verify that location services are turned on and that your BlackBerry device has established a GPS connection.

1. Find a place by doing one of the following:
   - On the **Map** tab, search for an address or a place using the **Search** field. In the search results, tap a place.
   - On the **Map** tab, locate a pin on the map. Tap the pin.
   - On the **My Places** tab, tap a place or contact.
2. Tap .
3. To begin receiving turn-by-turn directions, tap .

To stop turn-by-turn directions in the map view or detail view, tap . To stop turn-by-turn directions in the street-level view, tap anywhere on the screen > .

Switch to the map or detail view for turn-by-turn directions

By default, turn-by-turn directions start with the street-level view of the route.

To switch to one of the high-level views, do one of the following:

- To view a list of directions to your destination, tap .
- To view an overview of the route on a map, tap .

To return to the street-level view of the route, tap .

Show or hide traffic

If traffic data is available, you can display it as you view a map, or view or listen to turn-by-turn directions in the street-level view.

Do one of the following:

- On the **Map** tab, tap > .
- When viewing or listening to turn-by-turn directions in the street-level view, tap > .

To hide traffic data, tap > .

Mute voice-guided directions

By default, voice-guided directions are turned on.

1. If you are in the map view or the detail list view, to return to the street-level view, tap .
2. To turn off voice-guided directions, tap .

Avoid toll roads, highways, or ferries on your route

You can change your route preferences while viewing or listening to turn-by-turn directions in BlackBerry Maps.

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Route Options**.
3. Set the switches for the types of things that you want to avoid.

Recalculate routes

While viewing or listening to turn-by-turn directions, you can manually recalculate your directions when you make a wrong turn or would like alternative directions.

1. If you are in the street-level view, to show the navigation bar, tap the screen.
2. Tap > .

My places

You can find your favorites, recent places, and contacts' places on the **My Places** tab.

Add a new place to your favorites

1. On the **My Places** tab, tap > .
2. On the **Add Favourite** screen, complete the **Place Name** and **Address** fields and confirm that the location is found.
3. If necessary, enter any additional information.
4. Tap **Save**.

   Tip: You can also add places to your favorites by touching and holding a search result or contact name and tapping .

Remove a place from your favorites

1. On the **My Places** tab, tap **Favorites**.
2. In the **Favorites** list, touch and hold the place that you would like to remove.
3. Tap .

Change the details for a place

1. In your search results or in a list, tap a place.
2. Tap > .
3. Change any fields that require updating.
4. Tap **Save**.

View your recent places

BlackBerry Maps remembers and organizes the last 100 places you looked up so that you can quickly access them again when you need to.

On the **My Places** tab, tap **Recents**.

Clear your recent places

You can clear the list of recently viewed places inBlackBerry Maps.

Tip: If you have places that you want to keep so that you don't have to search for them again, add them as a favorite before you permanently clear the list.

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Clear History**.
3. Tap **Clear Recents**.

View a contact's address on a map

If you have added an address to an entry in the Contacts app, you can view the contact's location on a map and get directions.

1. On the **My Places** tab, tap **Contacts**.
2. Touch and hold a contact's name.
3. Tap .

Changing settings for Maps

Switch between kilometers or miles

BlackBerry Maps displays distances using either imperial (feet/yards and miles) or metric (meters and kilometers) measurements, as set in your device settings.

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Units of Measure**.
3. Tap **Change Device Settings**.

Change default route settings

If you always want BlackBerry Maps to show you the fastest or shortest route, or want to avoid certain things on your route, such as highways, toll roads, car-sharing lanes, or ferries, you can change your default settings.

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Route Options**.

Switch between voice-guided prompts and tones

BlackBerry Maps can prompt you about upcoming turns using voice directions or tones.

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Navigation Audio**.
3. Tap an option.

Location services

About location services

You can turn on location services so that location-based applications and services, like BlackBerry Maps, can find your location. Location-based applications can use GPS technology and other information to provide you with information, such as driving directions.

Turn on or turn off location services

Some apps require GPS location information to work as expected.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Location Services**.
3. Tap the **Location Services** switch.

Turn on or turn off traffic data

If traffic data is turned on, your BlackBerry device sends anonymous GPS location information to provide traffic data to BlackBerry applications.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Location Services**.
3. Tap the **Traffic Data Collection** switch.

Turn on or turn off location-based ads

If location-based ads are turned on, apps using the Advertising Service can use your GPS location to present more relevant promotional content or deals. No data that personally identifies you is ever shared with third-party advertisers.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Location Services**.
3. Tap the **Location-based Ads** switch.

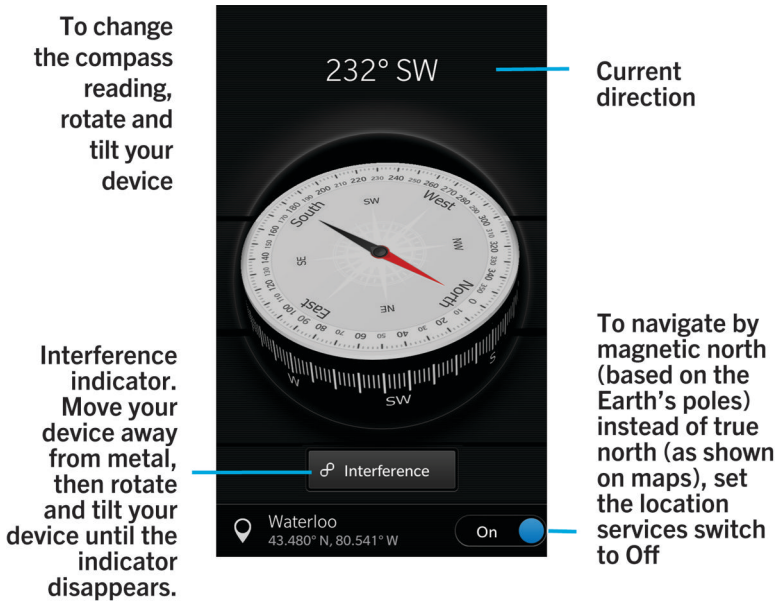
Change location permissions for apps

You can review and remove any GPS location-related permissions that individual apps have requested. Some apps require specific permissions to work as expected.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Application Permissions**.
3. Tap an app.
4. Tap a switch.

Compass

Compass at a glance


To change the compass reading, rotate and tilt your device
232° SW
Current direction
Interference indicator. Move your device away from metal, then rotate and tilt your device until the indicator disappears.
Interference
To navigate by magnetic north (based on the Earth's poles) instead of true north (as shown on maps), set the location services switch to Off
Waterloo
43.480° N, 80.541° W
On

About the compass

The digital compass on your BlackBerry device works like a regular compass, but also includes additional features. For example, you can choose whether the compass points to true north or magnetic north. The compass also works in any direction or orientation, including upside down.

Point the compass to true north or to magnetic north

You can choose to navigate with your compass based on either true north or magnetic north. Magnetic north, which is what a standard compass points to, can be influenced by several factors and isn't constant. True north, or geographical north, is what you would see on a paper map and is constant. If you would prefer to navigate based on true north (for example, if you are using your compass to follow a map) you must turn on GPS.

In the compass app, do one of the following:

- To navigate based on true north, at the bottom of the screen, set the switch to **On**.
- To navigate based on magnetic north, at the bottom of the screen, set the switch to **Off**.

Troubleshooting: Compass

I'm not getting an accurate reading from the compass

Try the following actions:

- If the compass doesn't point north, move your BlackBerry device away from metal objects, such as magnets or electronics.
- If you have turned on Location Services and are navigating based on true north, you need the GPS receiver to be able to connect to satellites. Try moving outside or near a window in order to establish a GPS connection.

Applications and features

Remember

Collecting and organizing tasks, notes, and more with the Remember app

BlackBerry Remember is a productivity app for collecting, managing, and categorizing the information that you want to remember. With the Remember app, you can sort your information as entries in folders, categorize the entries with tags, record voice notes that are related to the entries, and add due dates to entries so that you don't forget to complete a task.

For example, if you're planning a trip to Paris, you can create a folder called "My Trip to Paris" in the Remember app. As you're browsing the Internet on your device, you can send trip-related websites to the folder. When you remember something you need to do before the trip, you can add a to-do item to the folder, and add a due date to the item so that you don't forget about it. Everything you need to remember about the trip is in one place.

The Remember app is designed to sync with the accounts that you add to your BlackBerry device. If you added a work email account to your device, your tasks and notes from your work account are kept in sync with the Remember app in the Tasks and Notes folders, and your flagged messages are synced in the Flagged Messages folder. If you added an Evernote account to your device, you can access your Evernote notebooks in the Remember app and sync your Remember folders to Evernote.

Adding a folder or an entry to the Remember app

Create a folder in the Remember app

1. In the Remember app, tap > .
2. Type a name for the folder.
3. To sync your folder with an account (for example, an Evernote account), choose an account from the **Save to** drop-down list.
4. To change the color of the folder, tap a different color swatch.
5. Tap **Save**.

Add an entry to the Remember app

When you add an entry to BlackBerry Remember, you can choose between a note or task. Tasks include a completion checkbox and the option to add a due date or reminder.

If you add an entry to a folder that's synced with one of your accounts, you might not be able to choose whether the entry is a note or task.

1. In a folder or on the Remember folder screen, tap .
2. Tap **Note** or **Task**.
3. Enter the information for the entry, such as a title, notes, and a due date.
4. Tap **Save**.

Tip: To quickly create a list (for example, a grocery list in your "Groceries" folder), tap a folder. In the **Add an entry or search** field at the top of the screen, type an entry title. Tap **Submit** on the keyboard. Add more entries until your list is complete.

Add a due date and reminder time to an entry

When you add a due date to an entry in BlackBerry Remember, your BlackBerry device adds the entry to the Calendar app. To receive a reminder, you must add a specific reminder time to your entry.

1. While you're adding or changing an entry, tap **Task**.
   - To add a due date, set the **Due Date** option to **On**. Tap **Date**. Select a date.
   - To add a reminder time, set the **Reminder** option to **On**. Tap **Date**. Select a reminder date and time.
2. Tap **Save**.

Add tags to an entry

Tags help you to categorize your entries. For example, you can add the tag "recipe" to any entries containing recipes, and then filter your entries by that tag.

1. In the Remember app, tap an entry.
2. Tap > .

Format the text in an entry

Depending on the account that your entry is associated wtih, you might be able to apply formatting to italicize, bold, or underline text, create lists, or change the text size and color.

1. In the Remember app, tap an entry.
2. In the **Additional notes** field, tap .

Hide synchronized folders

When you add an email account that is supported by Microsoft Exchange ActiveSync, by default, the tasks and notes from that account appear as synchronized folders in the Remember app. To hide these folders:

1. On the home screen, swipe down from the top of the screen.

2. Tap **Settings** > **Accounts**.
3. Tap an account.
4. On the **Edit Account** screen, set the **Sync Tasks** switch to **Off**.

Record a voice note

You can use BlackBerry Remember to record voice notes.

1. In a folder or on the Remember folder screen, tap .
2. Tap .
3. Speak your voice note.
4. When you're finished, tap > **Done**.

Tip: You can also take pictures without leaving the Remember app. To take a picture, in a folder or on the Remember folder screen, tap .

Send something to the Remember app

Using the sharing capabilities of your BlackBerry device, you can send photos, videos, audio files, websites, or Documents To Go files to BlackBerry Remember.

1. In an app, touch and hold the item that you want to send to the Remember app.
2. Tap > **Remember**.
3. Edit the item if necessary.
4. Tap **Save**.

Changing a Remember folder or entry

Change an entry

1. In the Remember app, tap an entry.
2. Make your changes.
3. Tap **Save**.

Move an entry to a different folder

If you have BlackBerry Balance set up on your device, entries associated with a work account can't be moved to a non-work folder. Also, if a work folder is specifically meant for notes or tasks (for example, folders synced with an email account supported by Microsoft Exchange ActiveSync), you might not be able to move entries in that folder.

1. In the Remember app, tap an entry.
2. In the **Folder** drop-down list, tap a folder.
3. Tap **Save**.

Change the color of a folder

1. In the Remember app, touch and hold a folder.
2. Tap .
3. Tap a color.
4. Tap **Save**.

Delete a folder or an entry in the Remember app

CAUTION: If you delete a folder, the entries inside the folder are also deleted.

1. In the Remember app, touch and hold a folder or an entry.
2. Tap .

Viewing and searching your Remember app entries

Search for an entry in the Remember app

1. Open a folder.
2. In the **Add an entry or search** field at the top of the screen, start typing a search term.
3. Tap a result.

Tip: You can use the **Add an entry or search** field to add an entry. Just start typing and tap **Submit**.

View Remember entries that have the same tag

If you added tags to your BlackBerry Remember entries, you can filter entries by tag.

In the Remember app, do one of the following:

- To view entries that have the same tags across all of your folders, on the Remember folder screen, tap > . In the **Entries** drop-down list at the top of the screen, tap a keyword that has been added as a tag.
- To view entries that have the same tags and are in the same folder, tap the folder. In the drop-down list at the top of the screen, tap a keyword that has been added as a tag.

Sort your Remember app entries

1. In a folder, tap .
2. Tap .
3. In the **Sort Order** drop-down list, select one of the following:
   - **Title**
   - **Creation Date**
   - **Due Date**

Change the default view in the Remember app

You can customize the default view so that when you open BlackBerry Remember, you see what's important to you.

1. In a folder or on the Remember folder screen, swipe down from the top of the screen.
2. Tap .
3. In the **Default View** drop-down list, select one of the following:
   - **Folder View**
   - **Entries View**
   - **Most Recent**

Restart the app for the changes to take effect.

Troubleshooting: Remember app

I can't add due dates, tags, voice notes, or attachments to an entry

If your entry is in a folder that's synced with an email account or an Evernote account that you added to your BlackBerry device, you might not be able to add due dates, tags, or attachments to the entry. Try moving the entry into a new folder.

I can't send something to the Remember app

Some items can't be sent directly to BlackBerry Remember. You should be able to send photos, videos, audio files, websites, contacts, and Documents To Go files to the Remember app.

You might not be able to share certain items into folders that are synced with a work account.

I can't open a folder in the Remember app

If your device is set up to use BlackBerry Balance, you might need to enter your work space password to access all of your folders and entries.

1. In the Remember app, at the top of the screen, tap **Work Space is Locked**.
2. Enter your work space password.

Calendar

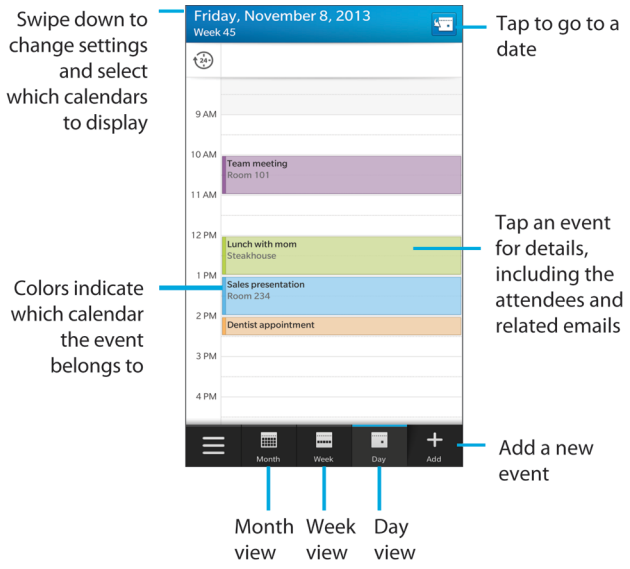
About the Calendar app

The BlackBerry Calendar app on your BlackBerry device takes the calendar info from the email and social networking accounts that you add to your device. The Calendar app presents the info so that you can view all your meetings, appointments, tasks, alarms, and events in one place.

If you subscribe to public calendars, such as movie theater calendars or school calendars, the events from those calendars can also appear in the Calendar app.

Even if you don't add any accounts to your device, you can still use the Calendar app to create and manage meetings, appointments, and events.

The Calendar app at a glance



Set up email or other types of accounts on your device

You can add email accounts, social networking accounts (such as Facebook, Twitter, and LinkedIn), or even an Evernote account to your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. If you already added an account to your device, tap to add another account.

Add a personal email account

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. Change any additional settings (for example, the types of content to sync with your device).
7. Tap **Done**.

Add a social networking or Evernote account

You can add a Facebook, Twitter, LinkedIn, or Evernote account to your device. When you add an Evernote account to your device, your Evernote notebooks are available in BlackBerry Remember.

1. On the **Add Account** screen, tap **Facebook**, **Twitter**, **LinkedIn**, or **Evernote**.
2. Enter your account information.
   - If necessary, change any sync settings.
   - If you're adding a Facebook account, to change when you're reminded about friends' birthdays, in the **Birthday Reminders** drop-down list, tap a reminder option.
3. Tap **Done**. If necessary, tap **Authorize**.

Add a work account supported by BlackBerry Enterprise Service 10

If your organization uses BlackBerry Enterprise Service 10, you can add your work account to your device and take advantage of features like BlackBerry Balance. If your organization hasn't upgraded to BlackBerry Enterprise Service 10 and is using BlackBerry Enterprise Server 5 or earlier, you can still add your work account and have it use Microsoft Exchange ActiveSync. For more information, contact your administrator.

Make sure you know the following from your administrator:

- Your username
- Your enterprise activation password
- Server name

1. On the **Add Account** screen, tap > **Work Account**.
2. Enter the username, activation password, and server address for your account.
3. Tap **Done**.

After you add a work account, follow the prompts to set a work space password to use with BlackBerry Balance and to enter your work network password.

Add an email account supported by Microsoft Exchange ActiveSync

Make sure you know the following from your administrator or your email service provider:

- Your username and work network password
- Server address

When you add an email account that's supported by Microsoft Exchange ActiveSync, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **Microsoft Exchange ActiveSync**.

2. Enter the username, email address, password, and server address for the account.
    - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
    - To use your organization's VPN, set the **VPN** switch to **On**.
    - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

Add an IBM Notes Traveler email account

Make sure you know the following from your administrator or email service provider:

- Your username and work network password
- Server address

When you add an IBM Notes Traveler email account, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **IBM Notes Traveler**.
2. Enter the username, email address, password, and server address for the account.
    - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
    - To use your organization's VPN, set the **Use VPN** switch to **On**.
    - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

Add a BlackBerry email account

If you set up a BlackBerry email account (normally in the format user@<serviceprovider>.blackberry.com) on a previous BlackBerry device, to continue to receive messages for that account on your BlackBerry 10 device, you must set up a forwarding email address and then add that email address to your device.

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. On the **Forwarding** screen, complete the fields to add a forwarding email address.
7. Tap **Next**.

Note: It can take 5 to 15 minutes before your email is forwarded to the forwarding email address.

To receive your BlackBerry email on your device, make sure that you add the forwarding email account to your device.

Add an IMAP or POP email account

Make sure you know the following information from your email service provider or administrator:

- Messaging server type (POP or IMAP)
- Incoming and outgoing messaging server address
- Incoming and outgoing messaging server port numbers
- Incoming and outgoing messaging server SSL settings

Note: To increase the activation speed of IMAP email accounts, it is recommended that you enter the **IMAP Path Prefix**. For more information, contact your administrator.

1. On the **Add Account** screen, tap > **IMAP** or **POP**.
2. Enter the account information.
   - To set how frequently your BlackBerry device checks for new messages (if push email isn't supported), in the **Sync Interval** drop-down list, tap an option.
   - To change the number of messages that are initially synced to your device, in the **Initial Retrieval Amount** drop-down list, tap an option.
3. Tap **Done**.

Add a CalDAV or CardDAV account

Make sure you know the following information:

- Your username and password
- The email address associated with the account
- The server address for the account

You can add a CalDAV or CardDAV account to sync calendar events or contacts, respectively.

1. In the **Add Account** screen, tap > **CalDAV** or **CardDAV**.
2. Enter the account information.
3. Tap **Done**.

Subscribe to a public calendar on your device

Make sure you have the address for the public calendar in iCalShare (ICS) format.

You can add a public calendar that uses the ICS format to your BlackBerry device so that you can see that calendar in the Calendar app. When the owner of the calendar makes changes to events, the changes are synced to your device. Only the owner can change events in a public calendar.

1. On the home screen, swipe down from the top of the screen.
2. Tap > **Accounts** > > **Subscribed Calendar**.
3. In the **Calendar Name** field, enter a name for the calendar.
4. In the **Server Address** field, enter the address for the public calendar in ICS format.
5. Tap **Done**.

Check your upcoming events from the BlackBerry Hub

You can check your agenda in the BlackBerry Calendar app, but if you're already in the BlackBerry Hub, just stay where you are.

At the top of your list of messages and notifications, where today's date appears, slowly drag down. Your upcoming events start to appear. The more you drag, the more you see.

View your events

You can view your events by day, week, or month.

In the Calendar app, do one of the following:

- To view events for a single day, tap .
- To view events for a week, tap . Try using the pinch gesture to zoom in and see a more detailed view.

- To view events for a month, tap . Numbers on the calendar are sized depending on the number of events booked for the day: the bigger the number, the more you have planned for the day. Tap on a day to see your agenda in a list at the bottom of the screen.
- To see an agenda view, tap the icon in the lower-left corner. Tap .
- To go to a particlar date in any calendar view, tap .

Tip: To see a 6-month view of the calendar, in the month view, at the top of the screen, touch the month and drag your finger down.

Find email and files associated with an event

Your BlackBerry device searches your data to find email and files that might be relevant to your event. For example, if you're meeting with people to review a document, your device might show that document.

1. In the Calendar app, tap an event.
2. Tap **Emails**.

Create an event

1. In the Calendar app, tap .
2. Enter the information for the event.
3. Tap **Save**.

Tip: In any schedule view (for example, in the day schedule view or in the week view), you can create an event by just tapping a spot on the schedule. Tap the **New Event** block that appears, to change the event.

Invite people to an event

If your account supports adding participants to events, then you can add participants either when you create the event, or after. If you added a Microsoft Exchange work account, you can connect to the remote server to add people who aren't in your contact list.

When you create or change an event, tap the **Participants** field.

- If the person that you want to add is in your contact list, start typing a name. Tap the name from the list.
- If the person that you want to add is in your organization, and you added your work account to your device, type the name. Tap **Look up**.

Tip: Some accounts might let you view the participants' availability. After you add all the participants to the event, tap the event time near the top of the screen. If any of the participants have a schedule conflict, the time slider at the top of the screen is red. To find a time that works for everyone, move the slider until it turns green.

Add a location to an event

When you create or change an event, do one of the following:

- To type a location manually, in the **Location** field, type a location.
- To open the Maps app and choose a location, in the **Location** field, tap . Choose a location.

Schedule a recurring event

1. When you create or change an event, tap the time for the event.
2. In the **Repeats** drop-down list, tap an option.
3. When you're finished, tap .

Change the availability status or reminder time for an event

When you create an event, to save you time, the BlackBerry Calendar app uses your default settings for the event's availability status and the reminder time. You can change these settings.

1. When you create or change an event, tap any of the icons at the top of the screen.
   - To change the availability status, in the **Status** drop-down list, tap **Busy**, **Out of Office**, or **Free**.
   - To change the reminder time, in the **Reminder** drop-down list, tap an option.
2. Tap **Save**.

Add conference call details to an event

When you add conference call details to a meeting or event, participants with BlackBerry devices can use the Join Now feature to join the conference call without dialing the various numbers and conference call bridges.

Tip: You can save your conference call details in the BlackBerry Calendar app settings so that you don't have to manually add the details to each conference call meeting.

1. When you create or change an event, tap any of the icons at the top of the screen.
2. In the **Conference** drop-down list, do one of the following:
   - To add new conference call details to your event, tap **Add Bridge**. Enter a name for the conference call, and the phone numbers and access codes. Tap **Save**.
   - If you have conference call details saved in your Calendar app settings, tap a conference call bridge.

Hide a calendar

You can temporarily hide calendars from the main view in your Calendar app.

1. In the Calendar app, swipe down from the top of the screen.
2. Tap .
3. Clear the check box beside the calendar that you want to hide.

Change or delete an event

If you're the organizer of an event, you can change or delete it.

In the Calendar app, touch and hold an event.

- To change an event, tap . Make your changes. Tap **Save**.
- To delete an event, tap .

Create a follow-up meeting

When you create a follow-up meeting, the meeting details such as the participants, subject, and notes from the original event are added to the follow-up meeting. Follow-up meetings can be created from past and future calendar events.

1. Open a calendar event.
2. Tap > .
3. Enter the information for the follow-up meeting.
4. Tap **Save**.

Join a conference call from a meeting reminder

If a meeting in your calendar includes conference call info, you might be able to join the call with one tap instead of dialing the conference call numbers manually.

In the meeting reminder, tap **Join Now**.

Save conference call details in the Calendar app

You can save the conference call bridge info in your BlackBerry Calendar app so that you can quickly add that info to your meeting invitations.

1. In the Calendar app, swipe down from the top of the screen.
2. Tap > **Mobile Conferencing** > .
3. Enter the conference call bridge information, such as phone numbers and access codes.
4. Tap **Save**.

Add WebEx details to an event

If you download the Cisco WebEx Meetings app, and have a valid account that allows the scheduling of WebEx meetings, you can add WebEx details to the calendar events that you organize that have at least one participant.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your BlackBerry device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

1. When you create a calendar event, tap any of the icons at the top of the screen.
2. Set the **Add WebEx** switch to **On**.
3. Tap **Save**.
4. On the **Create WebEx** screen, enter your WebEx account information.
5. Tap **Create**.

WebEx details are added to the notes section of the event.

Add WebEx details to an existing event

If you're the organizer of a scheduled calendar event, and you are logged in to the Cisco WebEx Meetings app on your BlackBerry device, you can add WebEx details to the existing event.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

1. When you change an event, tap .
2. Tap .
3. On the **Create WebEx** screen, enter your WebEx account information.
4. Tap **Create**.

When you add WebEx details to an existing event, an update with the details is sent to the event participants.

Edit WebEx details for an existing event

If you're the organizer of a scheduled calendar event, and you are logged in to the Cisco WebEx Meetings app on your BlackBerry device, you can edit the WebEx details for the existing event.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

1. When you change your event, enter the updated information such as the event time or participants, and tap **Save**.
2. On the **Edit WebEx** screen, change the details to match the updated information in the event.
3. Tap **Save**.

When you edit the WebEx details for an existing event, an update with the details is sent to the event participants.

Join a WebEx event

To join an event, you must have the Cisco WebEx Meetings app installed on your BlackBerry device.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

To join a calendar event that includes WebEx details, do one of the following:

- In a calendar reminder, tap **Start WebEx**.
- In a calendar event, on the event screen, tap **Start WebEx**, or tap > .

Send an "I will be late" message

If you will be late for a meeting or event, you can quickly send a message to let other participants know.

1. Open the event, either from the BlackBerry Calendar app or from the event reminder.
2. Tap > .
3. In the dialog box, move the slider to indicate how late you will be.
4. Tap **Email All** or **Email Organizer**.

Share a file with meeting participants

You can use email to share the files on your BlackBerry device with other meeting participants.

1. Touch and hold a file.
2. Tap > **Meeting Participants**.
3. Tap a meeting.
4. On the **Compose** screen, type a message.
5. Tap **Send**.

Calendar app settings

Change your default email address or calendar

When you share something (for example, a picture or a website) by email or when you compose a new email, your BlackBerry device sends the email from your default email address. When you add an event to your calendar or send a meeting invitation, your device adds the event to your default calendar.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap .
   - To change the default account that you send email from, in the **Email Address** drop-down list, tap an account.
   - To change the default calendar that you add events to and send meeting invitations from, in the **Calendar** drop-down list, tap a calendar.

Change the email address to use with each calendar

If you have multiple calendars on your BlackBerry device, you can set a different email address for each calendar. When you create an event in a specific calendar, invitations are sent using the email address that you assigned to that calendar.

The email address that you use must already be added to your device. Some accounts don't allow you to change the email address (for example, your work account).

1. In the Calendar app, swipe down from the top of the screen.
2. Tap > **Meeting Invitation Settings**.
3. Beneath a calendar, in the drop-down list, tap an email address.

Change the color for a calendar

Each calendar that you add to your device is assigned a color to help you differentiate between events. You can customize the colors of your calendars to suit your taste.

1. In the Calendar app, swipe down from the top of the screen.
2. Tap > **Calendar Colors**.
3. Tap a calendar.
4. Tap a color.

Change default settings for events

You can change the default length, reminder times, and snooze intervals for your events or meetings.

1. In the Calendar app, swipe down from the top of the screen.
2. Tap **Settings** > **General**.
   - To change how long your meetings are scheduled for, in the **Meeting Duration** drop-down list, tap a new duration.
   - To change the default reminder time for events, in the **Meeting Reminder** or **All-Day Meeting Reminder** drop-down list, tap a new time.
   - To change the snooze intervals, in the **Snooze Interval** drop-down list, tap a new snooze time.

Change how your calendar is displayed

1. In the Calendar app, swipe down from the top of the screen.
2. Tap **Settings** > **General**.
   - To change the view (day, week, or month) that you see when you open the calendar, in the **Default Calendar View** drop-down list, tap a view.
   - To change the day that the week starts on, in the **First Day of the Week** drop-down list, tap an option.
   - To change your working hours, in the **Working Hours** section, in the **Start** and **End** drop-down lists, tap an option.
   - To use growing numbers to indicate the busyness of a day, set the **Growing Numbers** switch to **On**.

Troubleshooting: Calendar app

I can't sync my calendar

Try the following:

- If your calendar is associated with one of your accounts (for example, your Gmail calendar), check that synchronization for the calendar is turned on. On the home screen, swipe down from the top of the screen. Tap > **Accounts**. Tap an account. Check that the **Sync Calendar** switch is set to **On**.
- If the calendar is saved on your computer in Microsoft Outlook or Apple iCal, try using BlackBerry Link to sync the calendar info on your computer with your BlackBerry device. For more information, see the BlackBerry Link help.
- If your calendar still isn't in sync, try removing and re-adding the account that the calendar is associated with.

I can't reply to or send meeting invitations

Check that you added an email account that has an integrated calendar. Some accounts might not include a calendar feature.

New or updated events aren't appearing in my calendar

You might need to refresh your calendars. In the Calendar app, swipe down from the top of the screen. Tap .

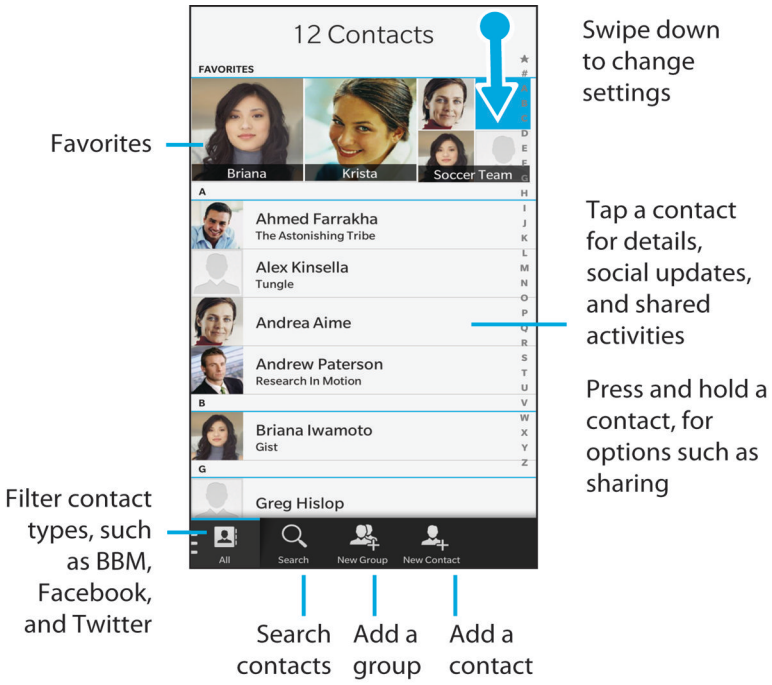
Contacts

About the Contacts app

When you add contacts to your BlackBerry device, connecting with them is easy. The Contacts app is integrated with the BlackBerry Hub, the BlackBerry Calendar, and other apps, so you can quickly add contacts to relevant messages and events or share your pictures and videos.

If you added an email account or social networking account to your device, contacts from those accounts can appear in your contact list. It's simple to find the people that you want to connect with because your device automatically merges contacts who share first and last name, email addresses, or mobile phone numbers.

Contacts at a glance



Adding contacts

Set up email or other types of accounts on your device

You can add email accounts, social networking accounts (such as Facebook, Twitter, and LinkedIn), or even an Evernote account to your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. If you already added an account to your device, tap to add another account.

Add a personal email account

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.

3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. Change any additional settings (for example, the types of content to sync with your device).
7. Tap **Done**.

Add a social networking or Evernote account

You can add a Facebook, Twitter, LinkedIn, or Evernote account to your device. When you add an Evernote account to your device, your Evernote notebooks are available in BlackBerry Remember.

1. On the **Add Account** screen, tap **Facebook**, **Twitter**, **LinkedIn**, or **Evernote**.
2. Enter your account information.
   - If necessary, change any sync settings.
   - If you're adding a Facebook account, to change when you're reminded about friends' birthdays, in the **Birthday Reminders** drop-down list, tap a reminder option.
3. Tap **Done**. If necessary, tap **Authorize**.

Add a work account supported by BlackBerry Enterprise Service 10

If your organization uses BlackBerry Enterprise Service 10, you can add your work account to your device and take advantage of features like BlackBerry Balance. If your organization hasn't upgraded to BlackBerry Enterprise Service 10 and is using BlackBerry Enterprise Server 5 or earlier, you can still add your work account and have it use Microsoft Exchange ActiveSync. For more information, contact your administrator.

Make sure you know the following from your administrator:

- Your username
- Your enterprise activation password
- Server name

1. On the **Add Account** screen, tap > **Work Account**.
2. Enter the username, activation password, and server address for your account.
3. Tap **Done**.

After you add a work account, follow the prompts to set a work space password to use with BlackBerry Balance and to enter your work network password.

Add an email account supported by Microsoft Exchange ActiveSync

Make sure you know the following from your administrator or your email service provider:

- Your username and work network password
- Server address

When you add an email account that's supported by Microsoft Exchange ActiveSync, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **Microsoft Exchange ActiveSync**.
2. Enter the username, email address, password, and server address for the account.
   - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
   - To use your organization's VPN, set the **VPN** switch to **On**.
   - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

Add an IBM Notes Traveler email account

Make sure you know the following from your administrator or email service provider:

- Your username and work network password
- Server address

When you add an IBM Notes Traveler email account, messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **IBM Notes Traveler**.
2. Enter the username, email address, password, and server address for the account.
   - To turn off push email, set the **Push** switch to **Off**. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
   - To use your organization's VPN, set the **Use VPN** switch to **On**.
   - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

Add a BlackBerry email account

If you set up a BlackBerry email account (normally in the format user@<serviceprovider>.blackberry.com) on a previous BlackBerry device, to continue to receive messages for that account on your BlackBerry 10 device, you must set up a forwarding email address and then add that email address to your device.

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. On the **Forwarding** screen, complete the fields to add a forwarding email address.

7. Tap **Next**.

Note: It can take 5 to 15 minutes before your email is forwarded to the forwarding email address.

To receive your BlackBerry email on your device, make sure that you add the forwarding email account to your device.

Add an IMAP or POP email account

Make sure you know the following information from your email service provider or administrator:

- Messaging server type (POP or IMAP)
- Incoming and outgoing messaging server address
- Incoming and outgoing messaging server port numbers
- Incoming and outgoing messaging server SSL settings

Note: To increase the activation speed of IMAP email accounts, it is recommended that you enter the **IMAP Path Prefix**. For more information, contact your administrator.

1. On the **Add Account** screen, tap > **IMAP** or **POP**.
2. Enter the account information.
   - To set how frequently your BlackBerry device checks for new messages (if push email isn't supported), in the **Sync Interval** drop-down list, tap an option.
   - To change the number of messages that are initially synced to your device, in the **Initial Retrieval Amount** drop-down list, tap an option.
3. Tap **Done**.

Add a CalDAV or CardDAV account

Make sure you know the following information:

- Your username and password
- The email address associated with the account
- The server address for the account

You can add a CalDAV or CardDAV account to sync calendar events or contacts, respectively.

1. In the **Add Account** screen, tap > **CalDAV** or **CardDAV**.
2. Enter the account information.
3. Tap **Done**.

Add a contact to the Contacts app

1. In the Contacts app, tap .
2. Enter the information for the contact. For additional fields, tap .

3. If you have a work account and BlackBerry Balance is set up on your BlackBerry device, to save the contact in your work space, at the top of the screen, tap **Work**. After you start adding the contact information, you can't save the contact in your personal space.
4. Tap **Save**.

Tip: To choose the account or storage location for a contact, tap the **Save to** button at the top of the screen. Select the checkbox beside an account or storage location.

Copy contacts to and from your micro SIM card

Your micro SIM card can store contact names and phone numbers. Copying contacts to and from your micro SIM card allows you to easily transfer contacts from one device to another. When you insert a micro SIM card in your BlackBerry device, you can view contacts that are stored on the micro SIM card in your contact list. You can copy the micro SIM card contacts to your device memory so that the contacts are available to you even if the micro SIM card is removed.

You can also use BlackBerry Link to back up your contacts on a computer.

Note: If you added a work account to your device and your administrator turned on BlackBerry Balance, you can't copy work contacts to your micro SIM card.

1. In the Contacts app, swipe down from the top of the screen.
2. Tap .
   - To copy all of the contacts from your SIM card to your device memory, tap **Import Contacts from SIM Card**.
   - To copy all contacts from your device memory to your SIM card, tap **Copy Contacts from Device to SIM Card**.
   - To view your SIM card contacts and decide which ones you want to copy to your device, tap **Manage SIM Card Contacts**.

Add a contact from the BlackBerry Hub

1. In the BlackBerry Hub, touch and hold a message.
2. Tap .
   - To add the contact to an existing contact entry (for example, to add a new email address for a contact), tap a contact from the list.
   - To add the contact as a new contact, tap .
3. Tap **Save**.

Add a contact from the Calls screen

1. In the Phone app, tap .
2. Touch and hold a phone number.

3. Tap .
   - To add the phone number to an existing contact entry, tap a contact from the list.
   - To add the contact as a new contact, tap .
4. Tap **Save**.

Import contact card information to your contact list

If someone shares a contact card with you (also known as a vCard or .vcf file), you can add that contact information to the contact list on your BlackBerry device.

1. Tap the contact card.
2. Do one of the following:
   - If the contact card contains one contact only, tap .
   - If the contact card contains multiple contacts, tap **Import**.

Contact views

When you tap a contact, your BlackBerry device shows you lots of details about the contact. Some info, like a contact's birthday, the company the person works for, and the person's picture, is pulled from social networking accounts that you added to your device, like Twitter or LinkedIn. Other info can be added by you. There are three tabs, or views, that you can tap through.

Details

This view shows you an overview of contacts' details: how to contact them, where they work, their birthdays, and so on. You can tap on phone numbers or email addresses to start connecting with contacts.

Updates

This view shows you your contacts' most recent updates from social networking apps like Twitter and Facebook. If you added a contact's company name, the Updates view also shows you news about that company. Tap on an update to see it in a social networking app or the browser.

Activity

This view shows you upcoming and past interactions with your contacts. Tap on any activity to go directly to that event on your device.

Changing contacts

Add or change a picture for a contact

1. In the Contacts app, tap a contact > .
   - To use a picture from a social networking account that you added, tap one of the available pictures at the top of the screen.
   - To use a saved picture from your picture library, in the picture area, tap . Browse to the picture.
   - To take a picture with the camera, in the picture area, tap . Tap . Take a picture. If necessary, crop or edit the picture. Tap **Done**.
2. Tap **Save**.

Change info for a contact

1. In the Contacts app, tap a contact > .
2. Make your changes. For additional fields, tap .
3. Tap **Save**.

Delete a contact

1. Touch and hold a contact.
2. Tap .

Copy a contact to another account or storage location

If you have multiple accounts on your BlackBerry device, you might be able to copy a contact to one of those accounts, or to your micro SIM card.

1. In the Contacts app, touch and hold a contact.
2. Tap .
3. Select the checkbox beside an account or storage location.
4. Tap **Done**.

Create a contact group

You can group contacts together so that you can easily send messages to everyone in the group, set up meetings, and share files. You can find your groups in the contact list or filter your contact list to show just your contact groups.

1. In the Contacts app, tap .
2. In the **Group Name** field, type a name for the contact group.
3. Tap .
4. Select the contacts to add to the group.
5. Tap **Done**.
6. Tap **Save**.

Add a contact to a contact group

1. In the Contacts app, tap a contact group.
2. Tap > .
3. Select the contacts to add to the group.
4. Tap **Done**.
5. Tap **Save**.

Remove a contact from a contact group

1. In the Contacts app, tap a contact group.
2. Tap .
3. Beside the contact's name, tap .
4. Tap **Save**.

Rename a contact group

1. In the Contacts app, tap a contact group.
2. Tap .
3. In the **Group Name** field, type a new name for the group.
4. Tap **Save**.

Add a contact to your favorites

When you add contacts to your favorites, their pictures appear at the top of your contact list so that you can quickly connect with them.

1. In the Contacts app, touch and hold a contact.
2. Tap .

Contact someone

1. Touch and hold a contact.
2. Tap how you want to reach the contact.

Customize notifications for a contact

Notifications that you customize for contacts override notifications that you set for specific apps. For example, if sound is turned on for phone notifications for a contact but the sound is turned off for the phone, the phone still rings when the contact calls you.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. At the bottom of the **Notifications** screen, tap **Contacts**.
4. Tap .
5. Tap a contact.
6. Do any of the following:
   - Tap **Phone Calls**.
   - Tap **Email Messages**.
   - Tap **BBM**.
   - Tap **Text Messages**.
   - Tap **Other Messaging**, which includes apps like Facebook, Twitter, LinkedIn, and more.
7. Change the **Tone**, **Vibrate**, **LED**, or **Instant Previews** settings.
8. Tap until the **Contacts Notifications** screen appears.

Contacts that you set customized notifications for are listed on the Contacts Notifications screen.

Set a custom ring tone for a contact

1. In the Contacts app, tap a contact.
2. Tap .
3. At the bottom of the **Edit Contact** screen, tap **Ring Tone and Notifications**.
4. Tap a notification type, and make your changes.
5. Tap **Back**.
6. Tap **Save**.

Search for a contact

Like other apps on your BlackBerry device, the Contacts app has a search feature that lets you quickly find the contact that you're looking for.

In the Contacts app, tap .

- To search contacts from your contact list, just start typing. When the contact appears, tap the contact.
- To search contacts from a remote address book (for example, your company's address book), type the contact's name. Tap **Remote Search**.

Filtering contacts

There are different ways to change which contacts you see in your contact list.

View contacts by account or type

You can quickly filter your contact list, to see only specific contacts (for example, BBM or contact groups).

1. In the Contacts app, tap .
2. Tap the type of contacts that you want to see.

Hide a set of contacts

You can completely remove a type of account from your contact list. For example, if you mainly follow celebrities on Twitter, you might not want to see them in your contact list.

1. In the Contacts app, swipe down from the top of the screen.
2. Tap .

3. In the **Show Account in Contact List** section, set the switch that appears beside an account to **Off**.

Sort your contacts

By default, your contacts are sorted by first name, but you can also sort by last name or company name.

1. In the Contacts app, swipe down from the top of the screen.
2. Tap .
3. In the **Sort Contacts by** drop-down list, tap a sort option.

Share a contact

You can share a contact's details with others in .vcf format. This is like passing around a business card, but digitally.

1. In the Contacts app, touch and hold a contact.
2. Tap .

Troubleshooting: Contacts

My contacts weren't merged automatically

Your BlackBerry device automatically merges contacts when it's clear that those contacts are the same person (for example, they share the same first and last name, mobile phone number, BlackBerry ID, and so on). If you still see duplicate entries in your contact list, you can merge those contacts into one entry.

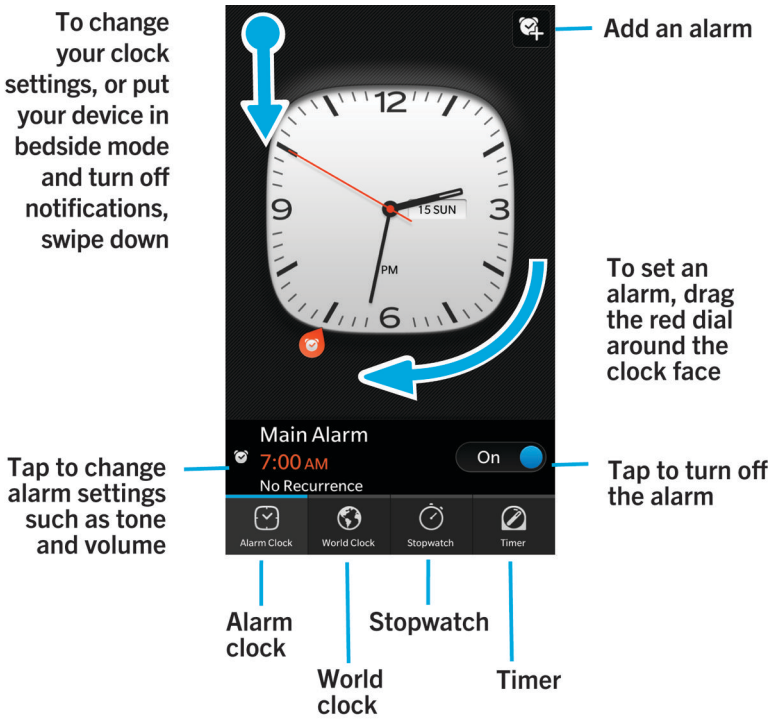
1. In the Contacts app, touch and hold a contact.
2. Tap .
3. Tap the contacts that you want to merge.
4. Tap .

My contacts' pictures change sometimes

If you added a social networking account to your BlackBerry device and you're using a profile picture as a contact's picture, then the picture changes when your contact changes his or her profile picture.

Clock

Clock at a glance


To change your clock settings, or put your device in bedside mode and turn off notifications, swipe down
Add an alarm
To set an alarm, drag the red dial around the clock face
Tap to change alarm settings such as tone and volume
Tap to turn off the alarm
Main Alarm
7:00 AM
No Recurrence
On
Alarm Clock
World Clock
Stopwatch
Timer
Alarm clock
World clock
Stopwatch
Timer

The Clock app is made up of four screens. On the Alarm Clock screen, you can turn your alarm on or off, set your alarm time, and add multiple alarms. On the World Clock screen, you can view the time in other parts of the world. You can also use the stopwatch and set a timer from the Clock app.

Change the clock face

1. In the Clock app, swipe down from the top of the screen.
2. Tap .
3. Tap the **Clock Face** drop-down list.
4. Tap a clock face type.

Setting the alarm clock

Set an alarm

1. Tap .
2. Set the **Alarm** switch to **On**.
3. Touch and hold the dial outside of the clock face.
4. Slide the dial around the clock face to your desired time.
5. To save the alarm time, tap anywhere on the screen.

Tip: The dial allows you to set the alarm for five-minute increments. To set the alarm for a specific minute, tap the alarm time at the bottom of the screen. Tap the **Alarm Time** drop-down list and scroll up or down to adjust the time that the alarm is set for.

Set additional alarms

You can set multiple alarms to go off on the same day, or you can set additional alarms to go off on different days at different times. You can keep track of all the alarms you set by naming them, and you can set a different alarm tone, recurrence, and snooze duration for each alarm.

1. Tap .
2. Do one of the following:
   - If you only have one alarm set, tap .
   - If you already have two or more alarms set, tap > .
3. Type an alarm name.
4. Set an alarm time, recurrence, tone, and snooze duration.
5. Tap **Save**.

Tip: Once you've set multiple alarms, you can quickly adjust the different alarm times by touching and holding any of the dials outside of the clock face and sliding the dial around the clock face to your desired time.

Manage your additional alarms

1. Tap > .
2. Do any of the following:
   - To turn on or off an alarm, next to the alarm, set the switch to **On** or **Off**.

- To change the alarm name, time, tone, recurrence, or snooze duration, tap an alarm.
- To delete an alarm, touch and hold an alarm. Tap .

Change your alarm tone

1. Do one of the following:
   - If you have one alarm set, tap .
   - If you have multiple alarms set, tap .
2. Tap an alarm.
3. Tap **Alarm Tone**.
4. Select one of the alarm tone options.

Tip: To use music you have added or downloaded to your BlackBerry device, tap .

Set an alarm for multiple days

1. Do one of the following:
   - If you have one alarm set, tap .
   - If you have multiple alarms set, tap .
2. Tap an alarm.
3. Tap **Recurrence**.
   - To set a daily alarm, set the **Daily** switch to **On**.
   - To set an alarm to recur on specific days, select the checkbox next to one or more days.

Set the snooze

1. Do one of the following:
   - If you have one alarm set, tap .
   - If you have multiple alarms set, tap .
2. Tap an alarm.
3. Tap **Snooze**.
4. Select a length of time.

Stopwatch

1. Tap .
2. Tap **Start**.
3. To start a new lap, tap **Lap**.

Timer

Set the timer

1. Tap .
2. Touch and hold the dial outside of the clock face.
3. Slide the dial around the clock face to your desired time.
4. Tap **Start**.

Tip: The dial allows you to set the timer in one-minute increments. To set the timer for a specific minute and second, tap the time that appears in the middle of the clock face. Scroll up or down to adjust the hours, minutes, and seconds that the timer is set for.

Change your timer tone

1. Tap .
2. In the middle of the clock face, tap the time.
3. Tap **Timer Tone**.
4. Tap a timer tone.

Tip: To use music you have added or downloaded to your BlackBerry device, tap **Add Music**.

World clock

If you're a frequent traveller or if you have friends and family in different parts of the world, you can add cities to the world clock screen to quickly see the time in a variety of cities around the world.

Add a city to the world clock screen

1. Tap .

2. Tap **Add**.
3. Enter a location.
4. Tap a city.

Tip: After you add a city to the world clock screen, tap the city name to check the weather in that city.

Delete a city from the world clock screen

1. Tap .
2. Touch and hold a city.
3. Beside a city, tap .

Turn on bedside mode

When bedside mode is on, you are not notified or new messages, but any alarms that you have set will sound and your BlackBerry device displays the time, dimly lit. You can also set the option to hear only phone calls when in bedside mode.

1. In the Clock app, swipe down from the top of the screen.
2. Tap .

Tip: When your alarm goes off in bedside mode, you can tap anywhere on the screen to snooze the alarm. To turn off the alarm in bedside mode, swipe up from the bottom of the screen.

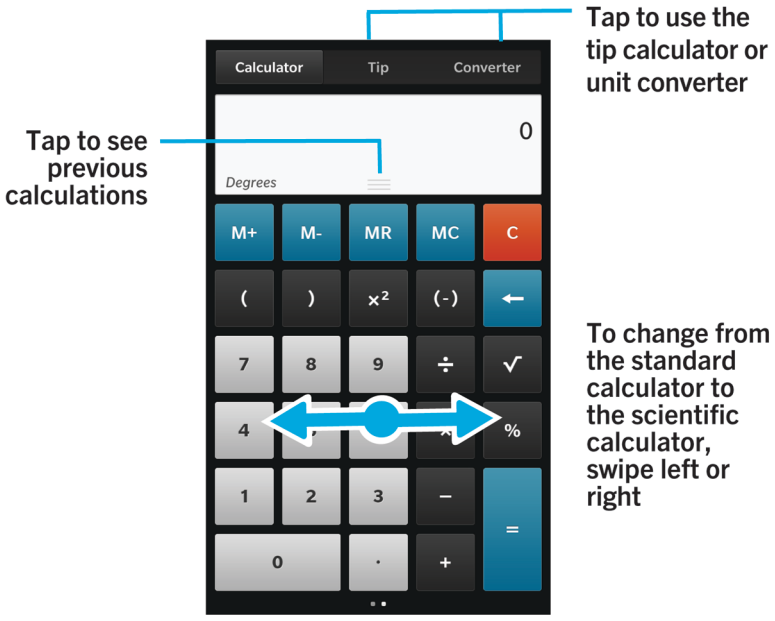
Change your bedside mode settings

By default, all of your notifications are set to silent in bedside mode, and your wireless connections stay turned on. When in bedside mode, you can choose to hear only phone calls, or you can choose to turn off all wireless connections.

1. In the Clock app, swipe down from the top of the screen.
2. Tap ⚙.
3. Do any of the following:
   - To turn on only your phone while in bedside mode, set the **Phone Calls in Bedside Mode** switch to **On**.
   - To turn off all wireless connections in bedside mode, set the **Wireless Connections in Bedside Mode** switch to **Off**.

Calculator

Calculator at a glance



Using the calculator

Switch to a scientific or standard calculator

You can switch the type of calculator that you are using by swiping left and right on your BlackBerry device.

On the calculator screen, swipe left or right on the keypad.

Convert a unit of measurement

You can use the calculator on your BlackBerry device to convert one unit of measurement to another. The calculator includes many different types and units of measurement for the different kinds of scenarios that you find yourself in, so you don't need to stop what you're doing to convert measurements.

1. Tap **Converter**.
2. Choose a measurement type, the unit to convert from, and the unit to convert to.
3. Enter the value that you want to convert.

Calculate a tip

When you're out at a restaurant, you can use the tip calculator to figure out how much to leave for a tip. You can customize your calculations to specify the number of people included on the bill and the percentage of the bill that you want to tip. The tip calculator can also calculate how much each person owes on a bill, making it easy to divide up a bill amongst a table of people.

1. Tap **Tip**.
2. In **The Bill** field, enter the total amount of the bill.
3. If necessary, change any of the additional tip options.

View your previous calculations

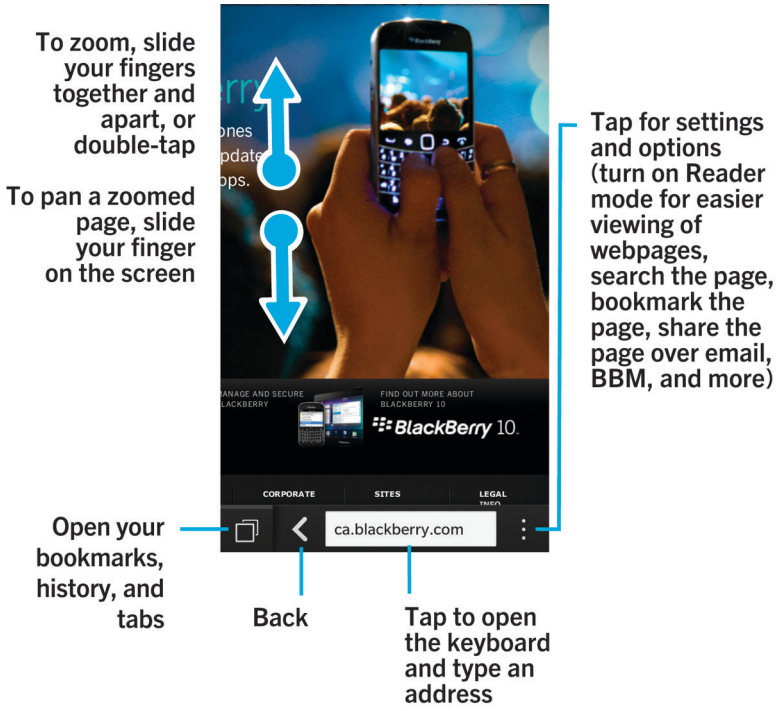
To view your previous calculations, slide your finger down in the answer field.

To clear all of your previous calculations, tap .

Browser

Browsing the Internet

Browser at a glance


To zoom, slide your fingers together and apart, or double-tap
To pan a zoomed page, slide your finger on the screen
Tap for settings and options (turn on Reader mode for easier viewing of webpages, search the page, bookmark the page, share the page over email, BBM, and more)
Open your bookmarks, history, and tabs
Back
Tap to open the keyboard and type an address
FIND OUT MORE ABOUT BLACKBERRY 10
BlackBerry 10
CORPORATE
SITES
LEGAL
ca.blackberry.com

Go to a website

1. Type a web address or search term into the address bar at the bottom of the Browser.
2. Tap **Go**.

Change the current search engine

After you change the search engine, the BlackBerry Browser continues to use the new search engine until you change it again.

1. While you're typing a search term in the Browser, tap the search engine icon in the top right corner of the screen.
2. Tap the search engine that you want to use.

Using Browser tabs

Just like on your computer's browser, you can open multiple webpages in tabs and switch between the tabs quickly.

Open a new tab

1. In the Browser, tap .
2. Tap .

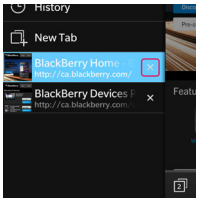
Tip: Close a tab when you're finished with it to improve the performance of the Browser.

Switch between tabs

1. In the Browser, tap .
2. Tap a tab.

Close a tab

1. In the Browser, tap .
2. On the tab that you want to close, tap .



Open a link in a new tab

1. In the Browser, touch and hold a link.
2. Tap .

Share a link or picture

You can share items on the web through an email, a text message, Facebook, Twitter, BBM, and more.

In the BlackBerry Browser, do one of the following:

- To share the webpage that you're looking at, tap > .
- To share a link or a picture, touch and hold the link or picture. Tap .

Search for text on a webpage

On a webpage, tap > .

View webpages in a reader-friendly format

To help you focus on reading articles or other text on a webpage and remove distracting clutter like ads, you can use the reader mode.

On a webpage, tap > .

Change text size in reader mode

Do one of the following:

- To increase the text size, tap .
- To decrease the text size, tap .

Change the background color in reader mode

Tap > .

Find files that you downloaded

After you download a file from the BlackBerry Browser, you can go to the download manager to find it again, open it, and share it.

In the Browser, tap > .

Clear your list of downloaded files

In the Browser, tap > > .

Bookmark a favorite webpage

On a webpage, tap > .

Add a website to your home screen

You can create a shortcut to a website on your home screen so that you can quickly go to a website without opening the browser first.

On a website, tap > .

Save a webpage

You can save a webpage in HTML format so that you can access the webpage when you're offline, or send the webpage as an attachment.

1. On a webpage, tap > .
2. Choose the location that you want to save the webpage in.

Changing your Browser settings

Customize the Browser start screen

You can change what you see when your first open the BlackBerry Browser. You can set a specific home page, show thumbnails of the webpages that you visited recently or frequently, or open the webpages that were open in your previous Browser session.

1. In the Browser, tap > > **Display and Actions**.
2. Tap the **On Startup Show** drop-down list.
   - To set a specific home page, tap **My Home Page**. Type a web address.
   - To show thumbnails of the webpages that you visited recently or frequently, tap **New Tab Page**.
   - To open the webpages from your previous Browser session, tap **My Tabs From Last Time**.

Turn on Adobe Flash support

1. In the Browser, tap > > **Display and Actions**.
2. Set the **Adobe Flash** switch to **On**.

Bookmarks and history

Bookmark a favorite webpage

On a webpage, tap > .

View your Browser bookmarks

In the BlackBerry Browser, tap > .

View your bookmarks by tags or in a list

1. In the Browser, tap > .
2. Tap or .

Organizing your bookmarks

It's a good idea to keep your bookmarks organized so that you can more easily find the webpages that you're looking for.

Change your bookmarks

You can change the name or web address of a bookmark.

1. In the Browser, tap > .
2. Touch and hold a bookmark.
3. Tap .
4. Type a new name or web address.

Add, rename, or delete a bookmark tag

Tags help you categorize your bookmarks so that you can find them more quickly. For example, you might want to tag all of your news-related bookmarks with "News", or your favorite blogs with "Blog".

In the Browser, tap > .

- To add a tag, touch and hold a bookmark. Tap . In the **Add tags** field, type a tag name.
- To rename a tag, tap . Touch and hold a tag. Tap . Type a new name for the tag.
- To remove a tag from a bookmark, touch and hold a bookmark. Tap . Tap a tag.

- To delete all instances of a tag, tap . Touch and hold a tag. Tap .

Delete a bookmark

1. In the Browser, tap > .
2. Touch and hold a bookmark.
3. Tap .

View your browsing history

1. In the Browser, on a webpage, tap .
2. Tap .

To close your browsing history, tap .

Tip: To view a webpage in your history, on a webpage, touch and hold until your history appears.

Delete your browsing history

1. In the Browser, tap .
2. Tap .
   - To delete all of your browsing history, tap .
   - To delete a specific webpage from your browsing history, touch and hold the thumbnail for the webpage. Tap .

Browsing safely

About website certificates

Certificates help verify that a website is legitimate. Websites that require more security, such as banking sites, use certificates to help prove authenticity. If a website has a certificate, certificate icons appear beside the web address bar.

Website certificate icons

Icon	Description
	The website's identity has been verified by an extended validation certificate from a trusted certificate authority.

Icon	Description
	The website's identity has been verified by a domain-validated certificate from a trusted certificate authority.
	Some parts of the website are secure while other parts of the website are not.
	The website might be unsafe because the certificate is unknown.

Change Browser security settings

In the Browser, tap > > **Privacy and Security**.

Security settings

Remove History Items

Specify how often your BlackBerry device automatically deletes the browsing information from your BlackBerry Browser history.

Private Browsing

Keep your browsing information (your history, cached files, cookies, and so on) only while a browsing session is open. When you close the Browser, the information is automatically deleted.

Block Pop-ups

Choose whether or not to allow pop-up windows to appear in your browsing session.

Accept Cookies

Let websites use cookies to send and receive information between the website and the Browser. Cookies can be helpful because websites can use them to remember information about your preferences and user information, but cookies can pose a privacy risk as well.

Clear Cookies and Other Data

Clear all of your saved Browser information.

Clear History

Clear your Browser history.

Change permissions for specific websites

As you browse the Internet, you might grant permissions to allow websites to access information, such as your location. You can remove those permissions at any time.

1. In the Browser, tap > > **Site Permissions**.
2. Tap a website. Tap **Edit**.
3. Tap beside the permissions that you want to remove.

4. Tap **Done**.

Troubleshooting: Browser

I can't watch a video online

While you can stream many videos from the web on your BlackBerry device, some video formats aren't supported, and some websites block content from being viewed on mobile devices. For more information about supported video formats, search the Help.

Smart Tags

The Smart Tags application explained

The Smart Tags app takes bits of information and transforms the info into a smart tag. Info can include text, websites and other URIs, phone numbers, email addresses and connection information. You can copy the smart tag to an NFC tag, display it as a QR Code, or you can pass the smart tag directly to another BlackBerry device. The Smart Tags app allows you to store the smart tags that you receive and use them or pass them on later.

Instead of handing out business cards, try creating your own smart tag that contains your contact information so that with just a click, recipients can call, text, or send you an email. Have an event coming up? Try making a smart tag that contains the event information, then copying the smart tag to a writeable NFC tag that is attached to a small gift for your guests.

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

Scan a QR Code, barcode, or an NFC tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

When you scan a QR Code or barcode by using the Smart Tags app, your device saves the information as a smart tag.

When you scan an NFC tag, your device opens the information in the corresponding application type. You can save the information as a smart tag by opening the Smart Tags app before you scan the NFC tag.

Do any of the following:

- To scan a QR Code or barcode, open the Smart Tags app. Tap . Tap or . Hold your device so that all four corners of the QR Code or barcode appear on your screen.
- To scan an NFC tag, tap the back of your device against the NFC tag.

Delete a smart tag from your device

1. In the Smart Tags app, highlight one or more tags that you want to delete.
2. Tap .

Create your own smart tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

You can create your own smart tag to share with other devices, save to an NFC tag, or display as a QR Code.

1. In the Smart Tags app, tap .
2. Tap a tag type.
3. In the fields that appear on the screen, enter the necessary information.

Tip: You can group multiple tags together. Press and hold an existing tag. Tap **Add**. Repeat Steps 2 and 3 to create a tag.

Smart tag types

Web

Use to create a smart tag that, when opened, takes you to a webpage.

Smart Triggers

Use to create a smart tag that, when written to an NFC tag and then tapped on, can trigger various settings on your BlackBerry device.

Wi-Fi

Use to create a smart tag that, when written to an NFC tag and then tapped on, connects you to a specified Wi-Fi network.

Bluetooth

Use to create a smart tag that, when written to an NFC tag and then tapped on, pairs you with a specified Bluetooth enabled device.

Contact

Use to create a smart tag that, when opened, adds the contact information in the Contacts app.

Event

Use to create a smart tag that, when opened, creates an appointment in the Calendar app.

Geo Location

Use to create a smart tag that, when opened, searches for directions in the Maps application.

Phone

Use to create a smart tag that, when opened, calls a phone number.

Email

Use to create a smart tag that, when opened, composes an email. When you create the tag you can fill in the Subject and Message fields to prepopulate these fields when the tag is opened, or you can leave these fields blank.

Text Message

Use to create a smart tag that, when opened, composes a text message. When you create the tag you can fill in the Message field to prepopulate this field when the tag is opened, or you can leave this field blank.

Text

Use to create a smart tag that displays a message.

Other

Use to create a smart tag that identifies a resource by using your own URI (Uniform Resource Identifier). For example, if you create your own application for the BlackBerry device, you can use this tag type to create a smart tag for your app.

Favorite a smart tag

You can make smart tags easier to find if you mark them as favorites.

1. In the Smart Tags app, find and highlight the tag that you want to favorite.
2. Tap .

View your favorite smart tags

In the Smart Tags app, tap > .

Share a smart tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

In the Smart Tags app, highlight a tag.

- To display the smart tag as a QR Code for another device to scan, tap .
- To share the smart tag through a message, such as an email or text message, or to share the smart tag with an application, such as BlackBerry Remember, tap . Tap a message type or application.
- To send the smart tag to another NFC-enabled BlackBerry device, tap > **NFC**. Align the backs of the devices.
- To copy the smart tag to a writeable NFC tag, tap . Tap your device against the NFC tag.

  Tip: NFC tags are often sold as stickers. If you copy your smart tag to an NFC tag sticker, you can stick your smart tags nearly anywhere.

Lock a smart tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

If you copy a smart tag to a writeable NFC tag, and you plan to leave the NFC tag in a public space, you should lock the NFC tag to prevent tampering. When an NFC tag is locked it can't be unlocked, changed, or erased.

1. In the Smart Tags app, tap > .
2. Align the back of your BlackBerry device with the tag.

Change a smart tag title

1. In the Smart Tags app, press and hold a smart tag.
2. Tap .
3. Enter a title.
4. Tap **Save**

Erase smart tag information from an NFC tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

If the NFC tag isn't locked, you can erase the smart tag information that is stored on it.

1. In the Smart Tags app, tap ⋮ > .
2. Align the back of your BlackBerry device with an NFC tag.

Voice Control

Using the BlackBerry Voice Control app

The Voice Control app can make multitasking easier by allowing you to perform a variety of actions and tasks with your voice. Instead of navigating to a specific app, you can simply open the Voice Control app and speak your commands. You can use the Voice Control app to do the following:

- Make a call.
- Send an email, text message, or BBM message.
- Search the Internet or your BlackBerry device.
- Book meetings and appointments.
- Set reminders.
- Change your Facebook status or post a tweet.
- Save notes and memos in BlackBerry Remember.
- Set an alarm.

1. To open the Voice Control app, do one of the following:
   - On the home screen, tap the **Voice Control** icon.
   - Press and hold the **Mute** key on the right side of your device.
2. After the beep, say a command.

Making a phone call with the Voice Control app

Using the Voice Control app, you can make a phone call by saying a phone number, or by saying the name of someone in your Contacts app.

Dial a number

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "Dial" and the number that you want to call.

Call a contact

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.

2. After the beep, say a command. For example, "call Megan Ball." If you have multiple numbers for a contact, you can specify which number you want to call. For example, you can say "Call Ian at work."

Searching using the Voice Control app

When you say your search terms, the Voice Control app automatically searches your BlackBerry device first. To search the Internet before searching your device, specify that you want to search the Internet when you say your search terms. For example, "Search the Internet for electric cars."

To help improve your search results, be as specific as possible with your search terms. For example, "Search contacts for Megan Ball," "Search for messages from Matthew," or "Search for notes containing the word dogs."

Search your device using the Voice Control App

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say your search terms. For example, "Search contacts for Megan Ball."

Search the Internet using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say your search terms and specify that you want to search the Internet. For example, "search the Internet for custom cars."

Ask a question using the Voice Control app

You can ask a variety of questions using the Voice Control app. If your question can't be answered, you'll have the option of searching the Internet for your question.

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, ask a question. For example, you can say "How many people live in Canada?" "What is the square root of 36?" or "Why is the sky blue?"

Send messages using the Voice Control app

Using the Voice Control app, you can send a text message, email, or BBM message without typing a single word. Just specify which type of message that you want to send and who you want to send it to, then compose your message aloud.

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. When you hear the beep, say your command. For example, "send an email to Tanya McPherson" or "Text Elliot Fung 'I'm on my way.'"

Book a meeting or appointment with the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.

2. After the beep, say the date, time, subject, and location of the meeting or appointment. For example, "Schedule a doctor's appointment tomorrow at 2 o'clock at the medical center."

Tip: To add contacts to a meeting, include their names when you're scheduling the meeting. For example, "Schedule a team meeting with Nicole Lavigne on Friday at 11 o'clock."

Set a reminder with the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say what you would like to be reminded about and when you would like to be reminded. For example, "Remind me to buy milk tomorrow."

Type using voice dictation

You can use voice dictation to type hands-free instead of using your keyboard.

1. To turn on voice dictation, on the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Voice Control**.
3. Tap **Enable Dictation**.

Once you turn on voice dictation, when your keyboard appears, tap the key to begin voice dictation.

Set an alarm using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "Set an alarm" and the time that you want to set the alarm for. For example, "Set an alarm for 6:00" or "Set an alarm for one hour from now."

Get directions using the Voice Control app

When you get directions using the Voice Control app, the directions appear in the Maps app.

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "Get directions to" or "Go to" and say an address, city, or point of interest. For example, you can say "Get directions to 175 Columbia St. West, Waterloo, Ontario" or "Go to New York City."
   The address, city, or point of interest opens in the Maps app. If more than one result is found for your address, city, or point of interest, tap . Tap a destination.

Change your Facebook status using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.

2. After the beep, say "Update my Facebook status" and say your status. For example, "Update my Facebook status to heading to the movies tonight."

Post a tweet using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "Tweet" and say your tweet. For example, "Tweet heading to the car show today."

Post a LinkedIn update using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "LinkedIn" and your update. For example, "LinkedIn heading to the conference room for a meeting."

Save notes and memos using the Voice Control app

The notes and memos you create with the Voice Control app are saved as entries in BlackBerry Remember.

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "Make a note" and say what you want your note to contain. For example, "Make a note to call Mom."

Check your wireless coverage status using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, do one of the following:
   - To check your mobile network coverage, say "How many bars do I have?"
   - To check your Wi-Fi connection status, say "What is my Wi-Fi status?"
   - To check both your mobile network coverage and Wi-Fi connection status, say, "What is my signal strength?"

Check your battery level using the Voice Control app

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.
2. After the beep, say "What is my battery level?"

Hear your latest unread message read back to you

You can hear your latest unread email message or text message.

1. To open the Voice Control app, press and hold the **Mute** key on the right side of your BlackBerry device.

2. After the beep, say "Read my last email," or "Read my last text."

Voice Control settings

Change your Voice Control language

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Voice Control**.
3. In the **Language** drop-down list, tap a language.

Change the voice recognition mode

The Voice Control app has two voice recognition modes. When you choose **Voice Dialing Only**, you can use the Voice Control app in more languages, but you will be unable to use many features, such as searching your BlackBerry device and the Internet, booking appointments, and sending messages. When you choose **Voice Recognition**, you can use all of the features that the Voice Control app supports.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Voice Control**.
3. In the **Voice recognition mode** drop-down list, tap **Voice Dialing Only** or **Voice Recognition**.

Change your voice response settings

When you say commands, you can set the Voice Control app to respond to you and confirm your command or ask for the next command.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Voice Control**.
3. Do any of the following:
   - To turn on or turn off voice responses, in the **Hear voice feedback** drop-down list, tap **Always** or **Never**.
   - To hear voice responses only when you're not using a headset, in the **Hear voice feedback** drop-down list, tap **Handset Only**.

Games

Change your Games profile

When you create your profile, the Games app fills in the required information with information from your BBM profile. Changing your profile information in the Games app doesn't affect your BBM profile.

In the Games app, tap > .

- To change your profile picture tap **Choose a picture**. Scroll through the pictures on your BlackBerry device, and tap the one you want to use.
- To use the picture that is already associated with your BBM profile, tap **Use BBM picture**.
- To change your app name, tap the text field below **Display Name**.
- To change the email address that is associated with your account, tap the text field below **Email Address**.
- Set the Public profile switch to **On** or **Off**.

Invite a friend to the Games app

You can add friends to the Games app to view the games they're playing, compare your high scores, and recommend games.

Note: The games you play and the awards you receive can only be viewed on your Games app timeline by your gaming friends; they won't appear anywhere else.

Do any of the following:

- In your timeline, tap a player.
- To invite your friends to the Games app using other ways, such as by email, looking up a username, or by inviting friends of your current friends, tap > .

Tip: To remove a friend from the Games app, navigate to the friend's profile. Tap .

Add a game

Use the Games app to discover your next favorite game that you can buy or download for free.

1. Do any of the following:
   - In your timeline, tap a game that interests you.
   - To browse through new games, popular games, and games that your friends are playing, tap .

2. Tap > **Download**.

Add a game to your favorites

After you discover a game you love, you can mark it as a favorite for quick access.

1. In the Games app, on the home screen, tap > .
2. Tap next to a game.

To remove a game from your favorites, tap .

Recommend a game

You can recommend the games you love to your Games friends. Recommendations are sent as private messages, so that only the friends that you select can see the recommendations you send them.

1. Tap a game.
2. Tap .
3. Tap on a friend.

Invite a Games friend to BBM

If you have a friend in the Games app who's not in your BBM contact list, you can invite that friend to BBM without having to leave the Games app.

1. In the Games app, do one of the following:
   - In your timeline, tap a friend.
   - On the home screen, tap . Tap a friend.
2. Tap .

Start a BBM chat with a Games friend

You can start a BBM chat without leaving the Games app (for example, if you want to quickly comment on something in a game).

1. In your timeline or on the screen, tap a friend.
2. Tap .

Troubleshooting: Games

Only my friends can see my profile

By default, your public profile is set to Off and only your friends can see your profile. You can change this setting to allow anyone to view your profile.

1. To edit your profile, tap on your display picture.
2. Set the **Public profile** switch to **On**.

Organizing apps

Leave an app or close an app

Instead of closing an app when you're done using it, you can make multitasking easier by minimizing an app. You can see your open apps arranged as Active Frames on the home screen, and you can tap an Active Frame to return the app to full screen. Once you minimize an app, you can close it from the home screen.

1. To minimize an app, swipe up from the bottom of the screen. The app is arranged as an Active Frame on the home screen.
2. To close an app after you minimize it, on the home screen, on an Active Frame, tap .

Move an app around the home screen

You can move the app icons to different places on the home screen so they are where you want them to be. For instance, if you're right-handed, you can arrange your frequently used apps on the right side of the screen. Then when you're using your BlackBerry device with one hand, it's easier to open those apps.

1. On the home screen, touch and hold an app icon until all of the icons start to blink.
2. Drag the icon to a different location on the home screen and release your finger.

Add folders to the home screen

You can organize your apps by adding folders to the home screen. For example, you can add a folder for all of the games that you download and a folder for all of your business and productivity apps.

1. Touch and hold an app icon until all of the icons start to blink.

2. Drag the app icon on top of another app icon that you want to include in the same folder.
3. Type the name of the folder.
4. Tap **Create**.

Move an app out of a folder

1. In a folder on the home screen, touch and hold an app icon until all of the icons start to blink.
2. Drag the app icon to the bottom of the screen and release.

Rename a folder

1. On the home screen, tap a folder.
2. At the bottom of the screen, touch and hold the folder name.
3. Type the new name of the folder.
4. Tap **Rename**.

Deleting apps

You can delete apps from the home screen of your BlackBerry device, or you can delete the apps that you download from the BlackBerry World storefront.

Delete a downloaded item from BlackBerry World

1. On the BlackBerry World home screen, tap
2. Tap **My Apps & Games**, **My Video**, or **My Music**.
3. Tap **Downloaded**.
4. Touch and hold an item, and tap .
    - If you think that you might want to reinstall the app later, tap **Uninstall**.
    - If you want to permanently delete the app, tap **Delete**.

Uninstalled apps and games are listed on your **My World** screen. To see this list, tap **My Apps & Games** > **Available**.

Delete an app from your home screen

1. On the home screen of your BlackBerry device, touch and hold an app icon until the icons begin to blink.
2. On an app icon, tap .

Tip: Some app icons on your home screen are part of the core BlackBerry experience. These apps can't be deleted, and the delete icon will not appear on these app icons.

Reinstall an app or game

1. On the BlackBerry World home screen, tap > **My World** > **My Apps & Games**.
2. Tap **Available**.
   - To reinstall one app or game, tap next to the app or game that you want to install.
   - To reinstall all of your uninstalled apps and games, at the bottom of the screen, tap .

Documents and files

File Manager

Viewing files

View files on your device

File Manager helps you view, save and share files on your BlackBerry device. To view a file in File Manager:

1. Tap a folder.
2. Tap a file that you want to view.

To go back, tap .

Tip: If BlackBerry Balance is enabled on your device and you want to access your work files, on the home screen, swipe down from the top of the screen. Tap **Work** .

View files on connected devices or networks

You can view files on devices that are connected to your BlackBerry device, such as a media card or a device connected by a USB cable. If you are logged in to a cloud application on your device, you can also access files stored in the cloud. To access a file stored on another device:

1. Tap .
2. Tap a device.

Files and folders stored on the selected device appear in File Manager when opened or when viewed.

Managing your files

Rename a file or folder

File Manager allows you to make changes to file and folder names, such as fixing a typo or word. To rename a file or folder:

1. Touch and hold a file or folder.
2. Tap .

Tip: To change a file type, touch and hold a file. Tap > .

Add a folder

When you open File Manager, a list of pre-defined folders appears. To add a folder, do the following:

1. Navigate to where you want to add a new folder.
2. Tap .
3. Tap .

Note: You might not have pre-defined folders on a connected device.

Search for an item in File Manager

1. Tap .
2. Enter all, or part, of the name of the item you are searching for.

Note: To search for an item on a connected device, you must perform the search when the device is open in File Manager.

Sort files and folders

You can view your files and folders in order by name, date, type or size. You can also decide whether to view your files and folders in ascending or descending order.

Tip: To change the way you view your files and folders, tap to view them as a list or to view them as a grid.

Tap > .

- To change the way files and folders are sorted, tap **Sort** > **Name**, **Date**, **Type**, or **Size**.
- To change the order of your files and folders, tap **Order** > **Ascending**, or **Descending**.

Select multiple files

1. Tap .
2. Tap .
3. Tap the items that you want to select.

To deselect an item that you have tapped in error, tap the item again.

Transferring files

Share files

1. Touch and hold a file.
2. Tap .
3. Choose a destination.

Tip: To share multiple files, tap > . Tap the files you want to share. Tap .

Move a file

1. Touch and hold a file or folder.
2. Tap .
3. Navigate to where you want to move the file.
4. Tap **Move**.

Copy a file

1. Touch and hold a file or folder.
2. Tap .
3. Navigate to where you want to copy the file or folder.
4. Tap **Paste**.

Working with files stored in the cloud

Retrieve files saved to the cloud

If you are logged in to a cloud application on your BlackBerry device, you can use File Manager to access files that you have stored in the cloud. To retrieve a file you have saved to the cloud:

1. Tap .
2. Tap a cloud application.

Save a file to your device

When you pin a file it is saved to your BlackBerry device, so you can view the file even when you're not connected to a mobile or wireless network. If a file is not pinned, it is not available when you're offline. To pin or unpin a file to your device:

Touch and hold a file that is stored in a cloud application.

- To pin a file, tap .
- To unpin a file, tap .

Synchronize a file with the cloud

If you have edited a pinned file while offline, you can use the Sync Now option when you reconnect to a wireless network to ensure that the file is synchronized with the cloud before other files are synchronized. To force the synchronization of a file:

1. Touch and hold a file.
2. Tap .

Tip: If the option isn't available to you in the menu, your file is synchronized with the cloud.

Change cloud application settings

You can change your settings for items like the back up options and network usage for your cloud applications. When you enable back up options, changes to files in the selected applications are automatically updated and stored in the cloud. To change your settings:

1. Tap .
2. Tap .

Tapping launches the cloud application.

Working with zip files

Zip files and folders

Zip your files to help reduce memory space. You can zip a single file or folder, or zip multiple files or folders. You can also zip all of the files in a particular folder using the Zip All option.

Touch and hold a file or folder.

- To zip a single file or folder, tap .
- To zip multiple files or folders, tap . Tap the files or folders you want to zip, then tap .

Unzip a file

You can unzip files, and also preview their contents. When you unzip a file, a folder is created with the same name as the zip file. The unzipped contents can be viewed in this folder.

- To unzip a file, touch and hold a zip file. Tap .
- To preview the contents of a zip file, tap the file.

Storage space and media card

Moving or copying media files and documents

You can drag and drop documents, pictures, videos, music, and other files by using your BlackBerry device as a drive on your computer.

You can also use BlackBerry Link to keep your media files and documents in sync between your device and your computer. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink and select the Windows or Mac option. For more information about synchronizing media files and documents, see the Help in BlackBerry Link.

Tip: To locate files on your device, if you know the file or folder name, tap to search for it.

Transfer files between your computer and device using a USB connection

1. Using a USB cable, connect your BlackBerry device to your computer.

2. If necessary, enter your device password.
   Your device and media card appear as drives on your computer.
3. Go to the files or folders that you want to copy.
4. Drag and drop the files or folders.

Transfer files between your computer and device using a Wi-Fi connection

You must set a new storage access password each time that you turn on access to storage using a Wi-Fi network. Before files are moved over a Wi-Fi network, you are prompted to enter the storage access password.

1. On the home screen of your BlackBerry device, swipe down from the top of the screen.
2. Tap **Settings** > **About**.
3. At the top of the screen, in the drop-down list, tap **Network** and make note of the **IPv4** address.
4. Tap .
5. Tap **Storage and Access**.
6. Set the **Access using Wi-Fi** switch to **On**.
7. Type a storage access password.
8. Tap **Identification on Network** and make note of the **Username**.
9. On your computer, do one of the following:
   - If your computer uses a Windows operating system, in a Run command, type the IP address using the following format: \\xxx.xxx.xxx.xxx.
   - If your computer uses a Mac operating system, click **Go** > **Connect to Server**. Type the IP address using the following format: smb://xxx.xxx.xxx.xxx.
10. Go to the files or folders that you want to copy.
11. When prompted, enter the username and storage access password.
12. Drag and drop the files or folders.

Turn on USB mass storage

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Storage and Access**.
3. Set the **USB Mass Storage** switch to **On**.

To stop using USB mass storage, disconnect your USB cable.

Inserting the micro SIM card, battery, and media card

Remove the battery door

Tip: The battery door is flexible and may bend when you remove it.

To remove the battery door, pull up the bottom of the battery door.

Insert or remove the micro SIM card

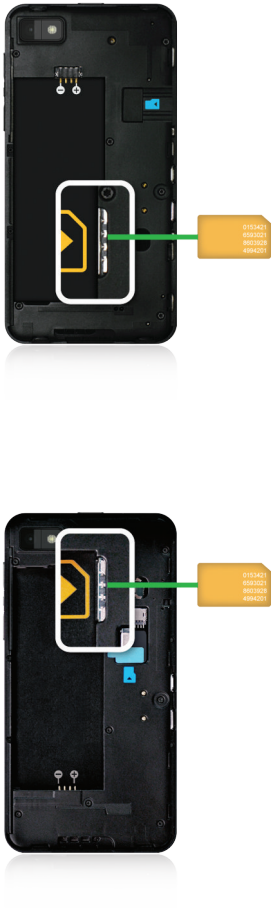
CAUTION: Your BlackBerry device is designed for use with a micro SIM card. To avoid possible damage to your device, do not insert a SIM card adapter into your device.

Depending on your service provider and where you purchased your device, the micro SIM card might already be inserted.

To insert the micro SIM card, slide it into place as shown.

To remove the micro SIM card:

1. Push the micro SIM card partly out by placing your index finger in the opening.
2. Slide the micro SIM card out completely using either your index finger and thumb, or by pressing on the top of the micro SIM card with your thumb.



Insert or remove the battery

Before you start using your BlackBerry device, you should charge the battery. The battery in the box that your device came in isn't fully charged.

Do one of the following:

- To insert the battery, align the contacts.
- To remove the battery, from the end opposite to the battery contacts, lift and pull the battery out.

Using a media card

Want more space to store your ring tones, videos, pictures, and songs? For additional space to save documents and media files, you can insert a microSD card into your BlackBerry device. Using a media card can help to increase the performance and power efficiency of your device.

You might be able to move large amounts of data by simply moving the media card into another device that supports the microSD card.

Supported media cards

Your BlackBerry device supports media card sizes up to 64 GB. Only microSD cards are supported.

To use a media card larger than 32 GB, you may need to format the media card to FAT32 format. You can use your device to format your media card.

Format your media card

You can format your media card to help resolve an issue with the media card. When you format your media card, all of your media card data is deleted.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Storage and Access**.
3. Tap **Format Media Card**.

Wipe data from your media card

To help protect your privacy, you can permanently delete all of your media card data. Depending on the amount of data, this process might take some time.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Storage and Access**.
3. Tap **Erase Media Card**.

To use the media card again, you must format it.

Turn on encryption

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Encryption**.
3. Do any of the following:
   - Set the **Device Encryption** switch to **On**.
   - Set the **Media Card Encryption** switch to **On**.

CAUTION: Try to decrypt or back up your encrypted media card files before a security wipe, which is designed to delete your BlackBerry device data including the encryption key. You can't access encrypted media card files without this encryption key.

Check how much storage space is free

You can view the amount of used and free storage space available on your BlackBerry device and your media card. You can also see a breakdown of what types of files are taking up space.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Storage and Access**.
3. Tap **Device Storage Details** or **Media Card Details**.

Tip: The amount of available storage space displays when you minimize the **File Manager** app.

Frequently asked questions: Storage space and memory

How do I free up storage space?

To make room for more files and apps, try any of the following:

- Save documents and media files on your media card. To automatically save camera pictures and videos on your media card, on the home screen, tap . Swipe down from the top of the screen and tap .
- Reduce the size of pictures that you take and videos that you record. On the home screen, tap > . Change the **Aspect Ratio**. Tap > > . Change the **Size** option.
- Transfer some of your data to your computer using a USB connection, Wi-Fi connection, or BlackBerry Link . To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink and select the Windows or Mac option.
- Delete files that you don't need. To delete multiple items, in an app, tap > . Select items and tap .
- Delete apps that you don't use. To delete an app, on the home screen, touch and hold an app icon until the icons begin to blink. On the icon for the app that you want to delete, tap . If you don't see on the app icon, the app can't be deleted.

Optimize your device's performance

If you find that your BlackBerry device is running unusally slow, try any of the following:

- Close any apps that you aren't using.
- Delete messages that you don't need to keep.
- In your browser privacy settings, clear your history, cookies, and other website data.

Error messages: Media card

If your BlackBerry device detects a possible problem or issue with your media card, you can view more details about the error in your Storage and Access settings.

Your media card isn't recognized

The media card might be in an unreadable format. Consider formatting the media card.

CAUTION: Media card data is deleted when you format a media card.

Media card is password protected

A password is blocking access to the media card and data stored on it. Insert a media card into your BlackBerry device that isn't password protected.

Your media card is read-only

You can view and open files on the media card. You can't move, delete, or modify the files on the media card.

Your media card isn't responding

The media card isn't communicating with your BlackBerry device. Consider using a different media card.

No media card was found

Make sure that there is a media card in your BlackBerry device and that it's inserted properly.

Troubleshooting: Storage space

My device isn't recognized when I connect it to my computer

If your computer doesn't automatically detect your BlackBerry device, try the following:

- Check the USB cable and points of connection.
- On the home screen, swipe down from the top of the screen. Tap **Settings** > **Storage and Access**. Depending on the operating system on your computer, change **USB Connections** to **Connect to Windows** or **Connect to Mac**.
- Consider updating or installing device drivers on your computer. The drivers you need are automatically installed when you download BlackBerry Link. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink and select the Windows or Mac option.

Settings and options

Connections

Check which wireless networks your device connects to

Your BlackBerry device won't necessarily connect to every type of network that's listed on your device. Your device is capable of connecting to all the networks listed, but actually connecting to each type of network also depends on your wireless service plan. For more information about the wireless networks that your device connects to, see the *Safety and Product Information* document for your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **About**.
3. In the drop-down list at the top of the screen, tap **Network**.

Give your device a nickname

You can change the name of your BlackBerry device as it appears to other devices. This nickname is helpful when you share media files wirelessly or connect using Bluetooth technology.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **About**.
3. In the **Device Name** field, enter the new name for your device.

Wireless connections icons

The following icons might appear in the upper-right corner of the home screen to indicate the wireless coverage level that your BlackBerry device currently has.

	The number of solid bars indicates the strength of the mobile network signal. If the signal is weak, your device might use more power to try to maintain the connection.
4G LTE 4G 3G 2G 1X H+ H G E	Your device is connected to the network type shown and can access all of the features of your mobile network plan.

	Your device is connected to the network type shown but the network functionality is limited. You're likely able to make a phone call, but not able to access the Internet or view email messages.
	You have no mobile network coverage.
	Your device is roaming. Extra charges might apply.
	You are connected to the BlackBerry Infrastructure.
	The number of solid waves indicates the strength of the Wi-Fi signal. If the signal is weak, your device might use more power to try to maintain the connection.
	Your device is connected to a VPN.
	Your device is in airplane mode and all of your wireless network connections are off. You can turn on Wi-Fi or Bluetooth technology, but not your connection to the mobile network.
	There is an error with your micro SIM card. For information on what the error is, from the top of the home screen, swipe down. Tap **Settings** > **Network Connections** > **Mobile Network**.
	You can only make emergency calls.

The following icons appear in the upper-left corner of the home screen if your device is connected or trying to connect to another device using Mobile Hotspot mode, Internet tethering, Bluetooth technology, or NFC.

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

	Mobile Hotspot mode is on. If the icon is solid, Mobile Hotspot is connected.
	Internet tethering is on. If the icon is solid, your device is connected to another device.
	Bluetooth technology is on. If the icon is solid, Bluetooth technology is connected.
	NFC is on.

Tips: Choosing a connection

Your BlackBerry device is capable of a wide range of connections, to increase what you can do with your device and how it interacts with other devices. Take a look at the list of connections to learn about the different types of connections, some tips for when to use each connection, and maybe learn a few things you didn't know you could do.

Network connections

Mobile network

A mobile network connection allows your BlackBerry device to make calls and, if you have a data plan, use data services such as Internet browsing. In some locations, such as in a hospital or on an airplane, you need to turn off your mobile network connection, but usually you can just leave your mobile network connection on.

Wi-Fi

A Wi-Fi network connection is another way to get data services on your device, but unlike using the mobile network, using Wi-Fi doesn't add charges to your data plan. Your device is designed to try to use saved Wi-Fi networks before it tries to use the mobile network for basic data functions such as using the Internet or downloading apps. You can leave Wi-Fi on so that as soon as you're in range of a saved Wi-Fi network, your device connects to it automatically, but remember that if you leave Wi-Fi on all the time your battery can drain faster.

Connections between devices

USB

You can use a USB cable to create a two-way connection between your BlackBerry device and your computer. When you connect your device to your computer using a USB cable, your device appears on your computer as a removable storage device. Depending on the functionality of your computer, you can usually use a USB connection to drag files between your computer and your device.

Bluetooth technology

Bluetooth wireless technology allows you to create a direct connection between your BlackBerry device and another Bluetooth enabled device. Although you can transfer files over a Bluetooth connection, because of its ability to stream content, Bluetooth connections are more commonly used for actions such as playing the music on your BlackBerry device through a separate speaker or making calls on a headset that is using your BlackBerry device's mobile network connection.

NFC

NFC is a short-range wireless technology that's used for quickly creating connections between your BlackBerry device and other NFC-enabled devices or NFC tags. With NFC you don't need to enter pairing information to make a connection, so it's useful for on-the-go actions such as transferring contact cards with people you meet, or grabbing information from a poster that contains an NFC tag. Depending on your wireless service provider and the

applications you have installed on your BlackBerry device, NFC can also be used to turn your device into a digital wallet to allow you to do things such as make payments with your BlackBerry device.

Shared Internet connections

You can use your BlackBerry device's connection to the mobile network to allow other devices to access the Internet. This functionality is particularly useful if you want to browse the Internet on your laptop or Wi-Fi only tablet but you don't have access to a Wi-Fi network.

Internet tethering

You can use Internet tethering when you only have one device that you want to connect to the Internet through your BlackBerry device's mobile network connection. You can connect the device to your BlackBerry device using a USB cable or, if both devices are Bluetooth enabled, you can use Bluetooth technology instead.

Mobile Hotspot

You can use Mobile Hotspot mode to connect up to eight devices to your BlackBerry device. (The number of devices that you can connect depends on your wireless service provider.) Connecting your devices using Mobile Hotspot mode is like connecting to a Wi-Fi router; you can use the Wi-Fi connections on your devices, but you don't need access to a Wi-Fi network.

VPN connections

You can connect your BlackBerry device to a virtual private network (VPN) over your mobile network or using a Wi-Fi connection. While your device is connected to the VPN, you can send data to and receive data from the private network across the public network.

Turn on airplane mode

In some places, such as on an airplane or in a hospital, you need to turn off all the connections on your BlackBerry device. Airplane mode lets you quickly turn off your connections and, when you're done using airplane mode, turning off airplane mode restores the connections that were previously turned on.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections**.
3. Set the **Airplane Mode** switch to **On**.

Connect your device to an HDMI display

1. Using an HDMI cable, connect your BlackBerry device to an HDMI display.

2. Your device automatically detects the resolution of the HDMI display that your device is connected to. However, if you need to change the resolution, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Display**. In the **HDMI Display Mode** drop-down list, tap the display mode that you want to use.

Mobile network

Connect to the mobile network

To turn on your mobile network connection, airplane mode must be turned off.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **Mobile Network**.
3. Set the **Mobile Network** switch to **On**.

To turn off your connection to the mobile network, set the **Mobile Network** switch to **Off**.

Connect to your VPN automatically

You can set your BlackBerry device to automatically connect to a virtual private network (VPN) whenever you have mobile network coverage.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **VPN**.
3. Tap .

4. In the drop-down list, tap the VPN profile that you want to use. If no VPN profiles appear in the list, create your own or contact your adminstrator.
5. Set the **Connect over Mobile Network** switch to **On**.

Roaming

In most cases your BlackBerry device automatically connects to the appropriate wireless network when you travel outside of your wireless service provider's coverage area. In some cases you must contact your provider to have your micro SIM card or device properly provisioned. If you're not sure if your device is set up for roaming, or what roaming fees will apply, it's a good idea to check with your wireless service provider before you travel.

Switch wireless networks manually

Your BlackBerry device is designed to switch to an appropriate wireless network automatically when you travel, but you might need to try switching networks manually if you're having trouble connecting or if the network signal is weak.

To switch wireless networks manually, your wireless service plan must include this service and your device must be connected to a GSM or UMTS network.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **Mobile Network**.
3. If the **Mobile Network** switch is off, set it to **On**.
4. Set the **Network Selection Mode** to **Manual**.
5. When your device finishes scanning for networks, tap a network.

Turn off data services while roaming

Depending on your wireless service plan, you might be able to turn off data services (email messages, PIN messages, text messages with attachments, and browser service) on your BlackBerry device so that only the phone and basic text messaging are available.Turning off data services while roaming might prevent you from receiving additional roaming charges. For more information, contact your wireless service provider.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **Mobile Network**.
3. If the **Mobile Network** switch is off, set it to **On**.
4. In the **Data services while roaming** drop-down list, tap **Off** or **Prompt**.

Troubleshooting: Mobile network

I can't connect to the mobile network

Try the following solutions:

- Check that airplane mode is off. If airplane mode is on, the option to turn on the mobile network is unavailable. To turn off airplane mode, swipe down from the top of the home screen. Tap **Settings** > **Network Connections**. Set the **Airplane Mode** switch to **Off**.
- Check that the connection to the wireless network is turned on. To check your connection, on the **Settings** screen, tap **Network Connections** > **Mobile Network**. Check that the **Mobile Network** switch is set to **On**.
- Check that your BlackBerry device is connected to your wireless service provider's network. If you switched wireless networks manually, your BlackBerry device remains connected to that wireless network until you select your wireless service provider's network again.
- If your device uses a micro SIM card, verify that it is correctly inserted into your device.
- If your device normally connects to a CDMA network and your device supports international roaming, check that your device is in roaming mode and that your micro SIM card is correctly inserted into your device.

Wi-Fi

Connect to a Wi-Fi network

When you connect to a Wi-Fi network, your BlackBerry device saves the network information. The next time you're within range of the saved Wi-Fi network, if Wi-Fi is turned on, your device connects automatically.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Wi-Fi**.
3. If the **Wi-Fi** switch is **Off**, set it to **On**.
4. Tap a network.
   - If the screen requesting a password appears, enter the password for the Wi-Fi network. Tap **Connect**.
   - If you have access to the Wi-Fi router and you want to use Wi-Fi Protected Setup, tap the screen above the keyboard to dismiss the keyboard. Tap . Complete the instructions on the device screen.
5. Tap **Connect**.

Tip: The next time you want to connect to a saved Wi-Fi network, if the network is within range of your device, swipe down from the top of the home screen and tap .

Manually connect to a Wi-Fi network

If you want to connect to a hidden Wi-Fi network, or you're having trouble automatically connecting, you can connect manually.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Wi-Fi** > .
3. In the **SSID** field, enter the name of the network.

4. Select the network's security type and specify any additional information. For what information you should specify, you can speak to your administrator or the person who manages the Wi-Fi network.
5. Tap **Connect**.

Tutorial: Setting up Wi-Fi on a BlackBerry 10 device

This tutorial provides you with the opportunity to see and then practice setting up Wi-Fi on a BlackBerry 10 device.

Note: This tutorial is available in English only.

Start the tutorial

http://docs.blackberry.com/tutorials/wifi/en

Delete a saved Wi-Fi network

Your BlackBerry device can store up to 64 saved networks. If you have a lot of saved networks on your device and you don't use them all, you can delete some to tidy up your Saved Networks screen. Deleting saved networks that use a hidden SSID can also help preserve battery life.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Wi-Fi** .
3. Check that the **Wi-Fi** switch is set to **On**.
4. Tap .
5. Tap the network that you want to delete.
6. Tap .

Disable or re-enable a saved Wi-Fi network

If you want to stop your BlackBerry device from automatically connecting to a saved Wi-Fi network, but you don't want to delete the saved network, you can disable the network instead.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Wi-Fi**.
3. Check that the **Wi-Fi** switch is set to **On**.
4. Tap .
5. Tap a network.
    - To disable the network, set the **Enable Connections** switch to **Off**.
    - To re-enable the network, set the **Enable Connections** switch to **On**.

Wi-Fi network settings

Usually, you don't need to change your settings for a Wi-Fi network; however, you might need to change your settings if you have trouble connecting or if you need to connect manually.

The settings that are available for each Wi-Fi network depend on the type of network you're connecting to. To find out which settings to use, if you're connecting to a home network, see the information that came with your wireless router; if you're connecting to a work Wi-Fi network, talk to your administrator; if you're connecting to a hotspot, see the information provided about the hotspot or talk to an employee at the hotspot who might have details about how to connect.

Password

If the Wi-Fi network is password protected, enter the password.

SSID

The SSID is the name that the network uses to identify itself. Usually, this field is automatically filled, but if the Wi-Fi network is hidden, you must enter the SSID to connect. and select the **Hidden SSID** checkbox.

Security Type

Set the security type that the Wi-Fi network uses. Depending on the network you're trying to connect to, you might also see **Security Sub Type** and **Inner Link Security**.

CA Certificate

Set the root certificate that your BlackBerry device should use to verify that it's connecting to the correct Wi-Fi network.

VPN Profiles

To use a VPN Profile when connecting to the network, select the profile that you want to use.

Band Type

This field is set to Dual Band by default. If the Wi-Fi network is dual-band, your device will try to connect in the 5.0 GHz band unless the signal strength at the 2.4 GHz band is significantly stronger. If you want to connect to a dual-band network using one band only, choose the band you prefer.

Auto Obtain IP

In most cases this option should remain checked, but if you need to manually specify an IP address for your BlackBerry device you can set this switch to **OFF** and the option to enter an IP address appears.

Enable IPv6

Set whether the network uses the IPv6 protocol.

Use Proxy

Set this switch to **ON** if you want to connect to a proxy server. When you select this setting, additional settings appear. To find out what settings to use, see the information provided for the proxy server.

Inter-Access Point Handover

If the network spans multiple access points, set whether your device should remain connected when you move from one access point to another.

Add a VPN profile

You need a Wi-Fi or VPN connection before you can add a new VPN profile.

You might have one or more VPN profiles on your BlackBerry device, depending on the options that your administrator sets for you.

If you use a work account that is supported by BlackBerry Enterprise Service 10, some VPN profiles might be automatically added and you don't have to manually add a VPN profile. If you don't see an option to add a VPN profile, then your administrator has turned off this type of connection.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **VPN** > **Add**.
3. Complete the fields. If you don't have the required information, contact your administrator.
4. Tap **Save**.

Troubleshooting: Wi-Fi

Troubleshooting wizard: I can't connect to a Wi-Fi network

The troubleshooting wizard guides you through a series of questions and tasks that are intended to help you solve your Wi-Fi connection issue.

Start the troubleshooting wizard

http://docs.blackberry.com/troubleshooting/wi-fi/en

Note: This troubleshooting wizard is available in English only.

I can't connect to a Wi-Fi network

Start by checking for these basic issues:

- Check that you turned on the connection to the Wi-Fi network. On the home screen, swipe down from the top of the screen. Verify that the Wi-Fi icon appears blue.
- Check that you're in a Wi-Fi coverage area. If you're connecting to a home network, see if other wireless devices are able to connect. If other devices can't connect you might need to reset your router. If you're connecting to a work Wi-Fi network or a hotspot, talk to your administrator or an employee at the hotspot.
- Your connection might have timed out. Try connecting again.
- If the Wi-Fi network that you want doesn't appear on the Wi-Fi settings screen, it might be hidden. If you know the network name, try connecting to the Wi-Fi network manually.
- Check that Mobile Hotspot mode is off. If Mobile Hotspot mode is on, your device can't connect to a Wi-Fi network.

If none of the suggestions above solve your connection issue, try these more advanced troubleshooting options:

- Check that the time on your BlackBerry device is synchronized with the network time. If the times are different, it could prevent your device from connecting (for example, if connecting to the network requires you to have a certificate on your device, and the certificate has an expiration date).
- If you switched Wi-Fi networks manually, try switching to another Wi-Fi network.
- If your email account is a work account, your device might prevent connections to certain wireless access points. For more information, contact your administrator.

Still not connected? OK, try the following:

- Check that the settings for the Wi-Fi network are correct. To find out which settings to use, for a home network, refer to the information that came with your router; for a work Wi-Fi network, talk to your administrator; for a public hotspot, refer to any information provided for the hotspot or talk to an employee at the hotspot who might have details about how to connect.
- If you use the **Press WPS Button on Router** setting in Wi-Fi Protected Setup, check that the Wi-Fi router uses Wi-Fi Protected Setup, and that it is set to send its profile. Verify that another device is not also attempting to connect at the same time, and that not more than one Wi-Fi router within range is set to send its profile. For more information, see the information that came with your router.
- If you use PEAP, EAP-TLS, EAP-FAST, or EAP-TTLS to connect to a Wi-Fi network, check that you installed the root certificate for the certificate authority server that created the certificate for the authentication server. The root certificate must be installed on your device before you can connect to the network. For more information, talk to your administrator.
- If you use EAP-TLS to connect to a Wi-Fi network, check that you installed your authentication certificate on your device. The authentication certificate must be installed on your device before you can connect to the network. For more information, talk to your administrator.
- If you need to contact a support representative, you can access diagnostic information by tapping on the **Wi-Fi** settings screen. To copy the log information to send to your support representative, in the **Diagnostic Information** drop-down list, tap **Logs**. Tap **Copy Logs**.

Mobile Hotspot mode

Sharing your Internet connection using Mobile Hotspot mode

When you use Mobile Hotspot mode your BlackBerry device creates a Wi-Fi network that other Wi-Fi enabled devices can connect to so that they can use the Internet through your mobile network connection. This feature lets you connect your devices to the Internet anywhere that your BlackBerry device has a mobile network connection, but because this feature uses the mobile network, you might incur high data charges.

On some mobile networks, services such as email and BBM might not be available while the Mobile Hotspot mode is turned on.

After you set up Mobile Hotspot mode on your BlackBerry device, connecting to the mobile hotspot with a Wi-Fi enabled device is a lot like connecting to any regular router.

Before you use Mobile Hotspot mode, read the latest safety and product information at www.blackberry.com/docs/smartphones.

Use Mobile Hotspot mode to share your Internet connection

Before you turn on Mobile Hotspot mode, check that your BlackBerry device's connection to the mobile network is turned on.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **Mobile Hotspot**.
3. If you've never used Mobile Hotspot mode before, complete the instructions on the screen. Read the screens carefully as they provide important information about the Mobile Hotspot feature. Remember your Mobile Hotspot password for later.
4. Set the **Mobile Hotspot** switch to **On**.
5. On the device that you want to connect to the mobile hotspot, proceed as you would if you were connecting the device to any other Wi-Fi network. You need to know the name of the mobile hotspot and the password you set during the setup process.

Find your Mobile Hotspot mode settings

You set most of the settings for your mobile hotspot the first time you turn on Mobile Hotspot mode. You can change these settings later when you aren't in an active mobile hotspot session.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **Mobile Hotspot**.
3. Tap .

Disconnect a device from your mobile hotspot

After you disconnect a device from your mobile hotspot, if you want to connect the device again you must start a new session in Mobile Hotspot mode.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **Mobile Hotspot**.
3. Tap the name of the device that you want to disconnect from your mobile hotspot.
4. Tap .

Troubleshooting: Mobile Hotspot mode

I can't use my device as a mobile hotspot

- Check that you're connected to the mobile network. If appears in the upper-right corner of the home screen, then the mobile network is on and connected.

- Check that your wireless service plan is set up to use Mobile Hotspot mode. If not, you need to change your service plan before Mobile Hotspot mode can work on your BlackBerry device.
- Your wireless service provider might not allow the use of Mobile Hotspot mode while roaming. For more information, check your service plan or contact your wireless service provider.
- If you're using your device for work, your organization might not allow the use of Mobile Hotspot mode. For more information, check with your administrator.
- While roaming, if your wireless service plan supports the use of Mobile Hotspot mode while roaming, on the **Mobile Network** settings screen, check that **Data services while roaming** is turned on.

I can't connect multiple devices to my mobile hotspot

Depending on your wireless service plan, you might not be able to connect multiple devices to your mobile hotspot, or the number of devices you can connect might be less than eight.

Internet tethering

Sharing your mobile network connection using Internet tethering

Internet tethering allows you to share your BlackBerry device's connection to the mobile network with one other device, such as a laptop or tablet, so that you can access the Internet on your other device anywhere that your BlackBerry device can connect to the mobile network.

Additional charges might apply for using Internet tethering. On some networks you can't use some services on your BlackBerry device, such as email and BlackBerry Messenger, while you use Internet tethering.

Use Internet tethering to share your Internet connection

You can tether your BlackBerry device using either a USB cable or a Bluetooth connection.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **Internet Tethering**.
3. If you've never used Internet tethering before, complete the instructions on the screen. Read the setup screens carefully as they provide important information about the Internet tethering feature.
4. In the **Connect using** drop-down list, select **USB** or **Bluetooth**.
5. Set the **Internet Tethering** switch to **On**.
6. Connect your BlackBerry device to a laptop or tablet using a USB cable or Bluetooth connection.

Troubleshooting: Internet tethering

I can't use Internet tethering

- Check that your BlackBerry device is connected to the mobile network. If appears in the upper-right corner of the home screen, then your device is connected to the mobile network.
- Check that your wireless service plan is set up to use Internet tethering. If not, you need to change your service plan before you can use Internet tethering.
- If you're using your device for work, your organization might not allow the use of Internet tethering. For more information, check with your administrator.
- While roaming, on the **Mobile Network** settings screen, check that **Data services while roaming** is turned on.

Bluetooth

Turn on Bluetooth technology

1. On the home screen, swipe down from the top of the screen.
2. Tap .

When Bluetooth technology is on, turns blue and appears in the upper-left corner of the screen.

To turn off Bluetooth technology, tap again.

Pair and connect with a Bluetooth enabled device

Make sure that you turn on Bluetooth technology on the devices that you want to connect to.

Before you can connect your BlackBerry device with another Bluetooth enabled device, you must pair them.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Bluetooth**.
3. Make sure that Bluetooth technology is turned on.
   Your BlackBerry device automatically detects any discoverable devices within range.
4. If necessary, to scan again for nearby Bluetooth enabled devices, tap **Refresh**.
5. Do one of the following:
   - If the device that you want to connect to appears in the **Devices** list, tap the device name. Complete the instructions on the screen.

- If the device doesn't appear in the **Devices** list, it might not be discoverable. Check that the device is discoverable then try again. If you don't know how to check that the device is discoverable, consult the documentation that came with the device.
- If the device doesn't appear in the **Devices** list and you can't connect by making it discoverable, you might need to initiate pairing from the device. On your BlackBerry device, in the **Discoverable** drop-down list, tap **On** or **2 Minutes**. If necessary, enter your BlackBerry device password. Start the pairing process according to the documentation that came with the device.

Your devices are now ready to share and communicate over the Bluetooth connection. Depending on the device you paired with, your devices are either connected or ready to connect when you initiate a Bluetooth related action such as sharing a file.

Rename a paired or saved Bluetooth enabled device

You can change the name of a paired or saved Bluetooth enabled device as it appears on your BlackBerry device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Bluetooth**.
3. Make sure that Bluetooth technology is turned on.
4. Touch and hold the device you want to rename.
5. Tap .
6. In the **Device Name** field, enter the new name for the device.

Disconnect from a paired Bluetooth enabled device

1. On the home screen, swipe down from the top of the screen.
2. Tap **Bluetooth**.
3. Touch and hold the device you want to disconnect.
4. Tap .

Delete a saved Bluetooth enabled device

If you have a long list of saved Bluetooth enabled devices on your BlackBerry device, you can delete the ones you no longer use to make it easier to find the ones that you do use.

1. From the top of the home screen, swipe down.
2. Tap **Bluetooth**.
3. Tap and hold a device.
4. Tap .

Pairing your device with a car

The My Car feature lets you connect your BlackBerry device with your car using Bluetooth technology. When your car and your device are connected, your device might display a customized home screen and lock screen. Also, special applications might appear in the Car Channel in BlackBerry World.

The first time your device detects a connection with a Bluetooth enabled car, your device prompts you to set the car as your car. After you pair the device with your car, the lock screen indicates that the device is connected to your car, and displays the features that are available.

Turn off the My Car feature

1. On the home screen, swipe down from the top of the screen.
2. Tap **Bluetooth**.
3. Touch and hold your car's name.
4. Tap **Unset as My Car**.

Set how Bluetooth enabled car kits access your messages

Some Bluetooth enabled car kits that support the Message Access Profile (MAP) can allow you to send and receive messages using voice commands.

For more information about using Bluetooth technology with your car, see the documentation that came with your car kit.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Bluetooth** > .
   - To change how long your BlackBerry device tries to send messages to the car kit before it times out, adjust the **Message Download Timeout** slider.
   - To change which accounts your car kit can access, in the **Message Access Accounts** section, select or clear the checkbox beside each account.

Let your car kit use your device's network credentials

In order to use some car kits, you need to turn on rSAP Mode to allow your car kit to use your BlackBerry device's network credentials.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Bluetooth** > .
3. Set the **rSAP Mode** switch to **On**.

Automatically establish a Bluetooth connection when you turn on your device

You might like to keep your BlackBerry device always connected to a Bluetooth enabled device, such as a headset. You can set your BlackBerry device so that whenever you turn on your BlackBerry device it automatically reconnects to the last Bluetooth enabled device that it was connected to.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Bluetooth** > .
3. Select the **Connect to the last device when turned on** checkbox.

Supported Bluetooth profiles

Your BlackBerry device is a Bluetooth Smart Ready device, and supports the profiles that follow. If your device is associated with a work account, your administrator might disable use of a profile.

Profile	Description
Advanced Audio Distribution Profile (A2DP)	This profile allows you to stream audio files from your BlackBerry device to Bluetooth enabled devices that support stereo audio such as stereo headsets, speakers, and car kits.
Audio/Video Remote Control Profile (AVRCP)	This profile allows you to use the buttons on a Bluetooth enabled headset to perform actions such as adjusting the volume or playing the next or previous media file on your BlackBerry device.
Generic Audio/Video Distribution Profile (GAVDP)	This profile allows you to stream audio and video content from your BlackBerry device to Bluetooth enabled devices such as music players, stereo headphones, stereo speakers, laptops and desktop computers.
Generic Object Exchange Profile (GOEP)	This profile allows you to share files between your BlackBerry device and a Bluetooth enabled device.
Human Interface Device (HID)	This profile allows you to connect your BlackBerry device to Bluetooth enabled devices such as a keyboard or mouse.
Hands-Free Profile (HFP)	This profile allows you to connect your BlackBerry device to Bluetooth enabled headsets that support the Hands-Free profile. This profile can support voice dialing.
Message Access Profile (MAP)	This profile allows you to use a Bluetooth enabled car kit with your BlackBerry device to notify you of new messages.

Profile	Description
	This profile can also help you read, delete, browse, compose, and send messages.
Object Push Profile (OPP)	This profile allows you to send files, such as pictures, contacts, or events, to a Bluetooth enabled device.
Personal Area Networking - User/Network Access Point (PAN - U/NAP)	This profile allows you to use your BlackBerry device as a modem when it's connected to a Bluetooth enabled computer.
Phonebook Access Profile (PBAP)	This profile allows you to use a Bluetooth enabled car kit to access contact information on your BlackBerry device, for example, to allow the car kit to place a call to a contact or display a caller name.
Micro SIM Access Profile (MSAP)	This profile allows you to connect your device to devices that run on a GSM network, such as a car phone, and extend micro SIM card functionality to the device.
Serial Port Profile (SPP)	This profile allows you to connect your device to Bluetooth enabled devices that support desktop connectivity, wireless bypass, and data transfer.
Device Identification Profile (DIP)	This profile allows Bluetooth enabled devices to access information about your BlackBerry device model to support plug and play features, such as automatically downloading required drivers.

Troubleshooting: Bluetooth

I can't pair with a Bluetooth enabled device

- Check that your BlackBerry device is compatible with the Bluetooth enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If your Bluetooth enabled device requires a passkey and you don't know what the passkey is, check the documentation that came with your Bluetooth enabled device. Sometimes the passkey is set to **0000** until you change it. If you don't know what the passkey is, try **0000**.
- If your BlackBerry device doesn't detect the Bluetooth enabled device that you want to pair with, try making your BlackBerry device discoverable for a short period of time. On the home screen, swipe down from the top of the screen. Tap **Bluetooth**. In the **Discoverable** drop-down list, tap **On** or **2 Minutes**. If necessary, enter your BlackBerry device password. Start the pairing process according to the documentation that came with the device.
- If the Bluetooth enabled device uses a battery, connect the device to a power source and then try again. Depending on the device, if the battery power level is too low the device might still operate but be unable to pair.

- If Mobile Hotspot mode is turned on, verify that you're trying to connect to a Bluetooth enabled device that uses the Handsfree, Serial Port, or Personal Area Network profiles.

I keep losing the connection with my Bluetooth enabled car kit

- Check that your car kit is using the latest software version that is available. For more information about your car kit's software version, see the documentation that came with your car kit.
- Move your BlackBerry device to another location in your vehicle or turn your device to face another direction. The location of your device's antenna in relation to your car kit's Bluetooth antenna may affect the Bluetooth connection.

NFC

What is NFC?

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

NFC is a short-range wireless technology that's designed for easily sharing content and information without having to use pairing information.

Depending on the applications you have installed on your device and the NFC compatibility of other devices, there can be many interesting ways to use NFC. Here are a few possibilities:

- Simultaneously exchange contact cards with a new friend or business acquaintance.
- Pass a picture to your friend.
- Pay for your bus or subway ride.
- Pay for your morning coffee without taking out your wallet.
- Grab a coupon from a poster you see on the street.
- Gain access to your building when you get to work.
- Send a webpage you're viewing to a friend.
- Add a friend to your BBM contacts.
- Copy smart tag information to an NFC tag.

These are just a few of the things you can do with NFC. For more, play with NFC on your device, be creative, and see what you can do.

Turn on NFC

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **NFC**.
3. Set the **NFC Connectivity** switch to **On**.

Send a file using NFC

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

With NFC you can exchange many kinds of files, including pictures, music, contact info, and even webpages, between your BlackBerry device and other NFC-enabled devices.

1. Depending on how many files you want to send, on your BlackBerry device do any of the following:
   - To send a single file, find and open a file.
   - To send multiple files, find and highlight the files that you want to send. Tap > **NFC**.
2. Align the back of your BlackBerry device with an NFC-enabled device.
3. If necessary, tap **Send**.

Tip: In most cases, you can exchange files between two NFC-enabled BlackBerry devices simultaneously. This functionality is really handy if you're trying to exchange contact information saved in the Smart Tags app.

Find your NFC settings

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

You can set whether your BlackBerry device prompts you before sending or receiving files. You can also set when your device can be used for doing things such as making credit card payments or providing access credentials to get into a building.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections** > **NFC**.

Software Updates

How do I update the software on my BlackBerry 10 device?

Software updates might not be available to you depending on your region and wireless service provider.

You should regularly create and save a device backup file on your computer, especially before you update any device software. Maintaining a current backup file on your computer might allow you to recover device data if your BlackBerry device is lost, stolen, or corrupted by an unforeseen issue.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Software Updates**.
3. Tap **Check for Updates**.

You can also update your device software using BlackBerry Link. For more information, see the Help documentation for BlackBerry Link.

Language

Change your display language

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input**.
3. In the **Language** drop-down list, tap the language that you want to use.

Change your typing language

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input**.
3. Tap **Input Languages** > **Add/Remove Languages**.
4. Select the checkbox beside the languages that you want to enable.

Tip: If you need to switch input languages often, try turning on **Language detection** on the **Input Languages** screen. When you enable this option, your device will automatically detect which of up to three different languages you're using.

Change your keyboard language

1. On the keyboard, touch and hold .
2. Tap the language you want to type in on your keyboard.

Change your voice input language

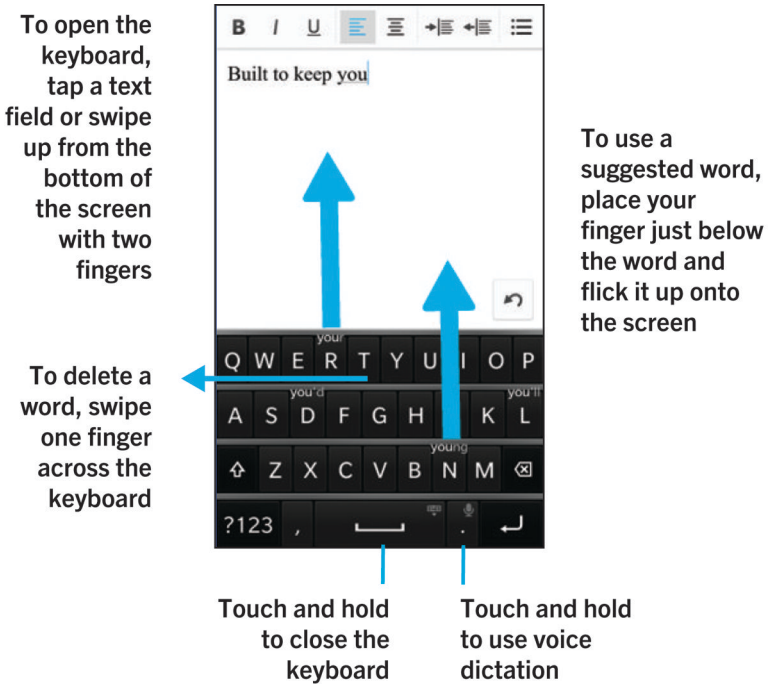
1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input**.
3. Tap **Voice Dictation**.

4. In the **Language** drop-down list, tap the language you want to use.

Keyboard and typing

Keyboard and typing at a glance

There are several ways you can use the BlackBerry Keyboard to interact with your BlackBerry device. Use the At a Glance image to familiarize yourself with the keyboard capabilities.


To open the keyboard, tap a text field or swipe up from the bottom of the screen with two fingers
To delete a word, swipe one finger across the keyboard
Built to keep you
To use a suggested word, place your finger just below the word and flick it up onto the screen
Touch and hold to close the keyboard
Touch and hold to use voice dictation

Home screen shortcuts

You can use your BlackBerry Keyboard with Instant Action to quickly perform a number of tasks when you type certain commands in the search field. You can use home screen shortcuts to make a call, send email or text messages, start a BBM chat, update your Facebook status, post a tweet or a LinkedIn update, find a location in the Maps app, play music, or add notes and tasks to BlackBerry Remember.

Make a call

1. On the home screen, tap .
2. Type **call** and the name or number of the person that you want to call. For example, you can type **call Ian** or **call 5195550100**.
3. Beneath **Actions**, tap the action that you want to perform.

Send an email

1. On the home screen, tap .
2. Type **email** and the name of the contact that you want to send your email to. For example, you can type **email Tanya McPherson**.
3. Beneath **Actions**, tap the action that you want to perform.

Send a text message

1. On the home screen, tap .
2. Type **text** and the name or number of the person that you want to send a text message to. For example, you can type **text Blake** or **text 5195550100**.
3. Beneath **Actions**, tap the action that you want to perform.

Start a BBM chat

1. On the home screen, tap .
2. Type **BBM** and the name of the person that you want to start a chat with. For example, you can type **BBM Megan Ball**.
3. Beneath **Actions**, tap the action that you want to perform.

Update your Facebook status

1. On the home screen, tap .
2. Type **Facebook** and your status update. For example, you can type **Facebook heading to the car show today**.
3. Beneath **Actions**, tap the action that you want to perform.

Post a tweet

1. On the home screen, tap .
2. Type **tweet** and your tweet. For example, you can type **tweet loving the weather lately**.
3. Beneath **Actions**, tap the action that you want to perform.

Post a LinkedIn update

1. On the home screen, tap .
2. Type **LinkedIn** and your update. For example, you can type **LinkedIn really enjoyed the training session today**.
3. Beneath **Actions**, tap the action that you want to perform.

Add a note to BlackBerry Remember

1. On the home screen, tap .
2. Type **note** and the contents of your note. For example, you can type **note pick up milk on the way home**.
3. Beneath **Actions**, tap the action that you want to perform.

Add a task to BlackBerry Remember

1. On the home screen, tap .
2. Type **task** and the contents of your task. For example, you can type **task prepare for the meeting tomorrow**.
3. Beneath **Actions**, tap the action that you want to perform.

Find a location in the Maps app

1. On the home screen, tap .
2. Type **Map** and type any of the following:
   - A favorite place that you've added to the Maps app. For example, you can type **Map home**.
   - A contact's name. For example, you can type **Map Megan Ball**.
   - A point of interest. For example, you can type **Map coffee shop**.
   - An address. For example, you can type **Map 175 Columbia St. West, Waterloo, Ontario**.
   - A city name. For example, you can type **Map New York City**
3. Beneath **Actions**, tap the action that you want to perform.

Play music

1. On the home screen, tap .
2. Type **Play** and a song name, album name, artist, or playlist name. For example, type **Play classic rock playlist** .
3. Beneath **Actions**, tap the action that you want to perform.

Creating custom text shortcuts

Word substitution lets you create your own text shortcuts so that when you enter a shortcut your BlackBerry device replaces the shortcut with a full word or phrase.

Tip: Word substitution is sometimes known as autotext.

Turn on word predictions

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Prediction and Correction**.
3. Set the **Show Predictions** switch to **On**.

Add a new text shortcut

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Prediction and Correction** > **Word Substitution**.
3. Tap .

Change or delete a text shortcut

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Prediction and Correction** > **Word Substitution**.
3. In the **Substitution List** section, tap a word substitution entry.

Clear the learned words list

The BlackBerry Keyboard learns words and phrasing based on your usage to predict the next word you write. You can clear the word list used for word suggestions with the following steps:

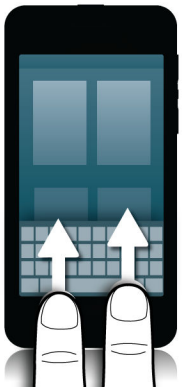
1. On the home screen, swipe down from the top of the screen.

2. Tap **Settings** > **Language and Input** > **Prediction and Correction**.
3. Tap **Clear Learned Words**.

Note: As you continue to type, the learned word list is regenerated unless you set the **Learn New Words** switch to **Off** on the **Prediction and Correction** screen.

Show the keyboard

Using two fingers, swipe up from the bottom of the screen.



Tip: To hide the keyboard, tap the screen outside a text entry field. If you want to hide the keyboard and there's nowhere to tap on the screen, swipe two fingers down from the top of the keyboard.

Delete a word

Swipe one finger back across the keyboard.

Note: If you type in a right-to-left language, swipe from left to right.

Typing on the Keyboard

Type an accented character

1. On the BlackBerry Keyboard, touch and hold the letter that you want to add the accent to.
2. When accented characters appear above the letter, slide your finger onto the accented character that you want to type.
3. Lift your finger.

Tip: To type an uppercase accented character, tap ⇧ first. Or, when your finger is on the accented character that you want to type, if you pause before you lift your finger the accented character changes to uppercase.

Type a symbol or number

1. On the lower-left side of the BlackBerry Keyboard, tap the **Symbol** key. The appearance of this key varies depending on the language that you're typing in.
2. Tap the symbol or number that you want to type.
3. If you don't see the symbol you want, touch and hold a related symbol. Slide your finger onto the symbol you want to type or tap &% to see all the remaining symbols.

Type an uppercase character

1. On the BlackBerry Keyboard, tap ⇧.

2. Tap a letter.

Tip: To turn on CAP lock, touch and hold .

Type faster with automated assistance settings

You can change your typing settings to help you type faster on your BlackBerry Keyboard. Keyboard feedback provides an audible indication of your typing progress. In addition, you can change your settings so that your device automatically capitalizes new sentences, or so that tapping the key twice inserts a period.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Prediction and Correction**.
3. Tap the settings that you want to change.

Cut, copy, and paste text

1. To highlight text, touch and hold the text. To change your selection, move the cursor indicators.
2. Do one of the following:
   - To copy the text, touch and hold the highlighted text. Tap .
   - To cut the text, touch and hold the highlighted text. Tap .
3. To paste the text, touch and hold where you want to paste the text. Tap .

Selecting word suggestions that appear while you type

Your BlackBerry device is designed to learn what you tend to say and where in a sentence you tend to say it. Your device uses this information to try to predict what word you might type next and displays suggested words on the BlackBerry Keyboard. You can then use flick typing to quickly select a suggested word, by placing your finger just below the word and flicking it up towards the message screen.

Select a suggested word

To use a word that appears on the BlackBerry Keyboard, place your finger just below the word and flick it up onto the screen.

Change where word suggestions appear

By default, word suggestions appear on the BlackBerry Keyboard so that you don't have to look above where you're typing to see the suggestions. If you have difficulty selecting the suggestions, or you find the Keyboard looks cluttered, you can set the suggestions to appear above the Keyboard instead.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **On-Screen Keyboard**.
3. In the **Portrait Mode** and **Landscape Mode** drop-down lists, choose how you want the word suggestions to appear.
   - To have word suggestions appear above the Keyboard, tap **In-Column**.
   - To have word suggestions appear on the Keyboard, tap **In-Letter**.
   - To turn off word suggestions, tap **Off**.

When you set word suggestions to appear above your Keyboard, you can use the suggestion by flicking up from anywhere directly beneath the word you want to use.

Spell check

Turn on spell check

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Spell Check**.
3. Set the **Spell Check** switch to **On**.

Accept spelling suggestions

If spell check is turned on, spelling mistakes are underlined in red as you type.

Tap the underlined word.

- To accept a spelling suggestion, tap the suggested word.
- To add the word to your personal dictionary, tap **Add to Dictionary**.

Change spell check settings

You can change spell check settings, such as whether to check the spelling of acronyms, whether to correct the casing of words, and so on.

1. On the home screen, swipe down from the top of the screen.

2. Tap **Settings** > **Language and Input** > **Spell Check**.
3. Tap the settings that you want to change.

Edit your personal dictionary

When you use spell check you can add words that are marked as incorrect to a custom dictionary on your BlackBerry device so that spell check recognizes them as being correct. The words that you add to your personal dictionary can be edited at any time.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Spell Check** > **Edit Personal Dictionary**.
   - To add a new word to your personal dictionary, tap .
   - To edit a word that's already in your personal dictionary, tap the word.
   - To delete a word from your personal dictionary, tap . Tap next to the word that you want to delete.

Change Keyboard, input, or typing settings

You can personalize your typing experience by changing the BlackBerry Keyboard, input, or typing settings on your BlackBerry device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input**.

Troubleshooting: Keyboard and typing

I can't show the Keyboard

If your BlackBerry device is connected to another input device such as a Bluetooth enabled keyboard then you might not be able to show the BlackBerry Keyboard.

To show the Keyboard, disconnect the other input device and try again.

Battery and power

Inserting the micro SIM card, battery, and media card

Remove the battery door

Tip: The battery door is flexible and may bend when you remove it.

To remove the battery door, pull up the bottom of the battery door.

Insert or remove the micro SIM card

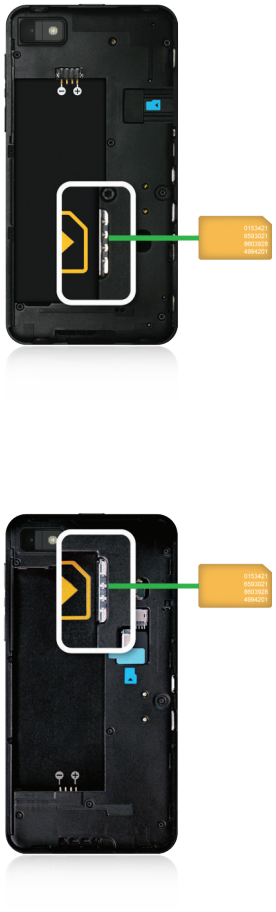
CAUTION: Your BlackBerry device is designed for use with a micro SIM card. To avoid possible damage to your device, do not insert a SIM card adapter into your device.

Depending on your service provider and where you purchased your device, the micro SIM card might already be inserted.

To insert the micro SIM card, slide it into place as shown.

To remove the micro SIM card:

1. Push the micro SIM card partly out by placing your index finger in the opening.
2. Slide the micro SIM card out completely using either your index finger and thumb, or by pressing on the top of the micro SIM card with your thumb.



Insert or remove the battery

Before you start using your BlackBerry device, you should charge the battery. The battery in the box that your device came in isn't fully charged.

Do one of the following:

- To insert the battery, align the contacts.
- To remove the battery, from the end opposite to the battery contacts, lift and pull the battery out.

Turn off your device

Press and hold the **Power/Lock** key on the top of your BlackBerry device.

Put your device in standby mode

When you put your BlackBerry device in standby mode, the device screen backlight turns off and the screen locks. Wireless connections and clock alarms aren't affected.

Press the **Power/Lock** key on the top of your device.

To wake up your device, swipe up from the bottom of the device screen.

Restart or reset your device

If your BlackBerry device is running slower than usual or not responding, turning off and turning back on your device might help to solve the problem.

Do one of the following:

- To restart your device, press and hold the **Power/Lock** key on the top of your device. Tap .
- To reset your device, press and hold the **Power/Lock** key for ten seconds.

Charge your device

Before you start using your BlackBerry device, you should charge the battery that came with your device as the battery isn't fully charged.

Charge your device using the charger provided by BlackBerry in the box that your device came in. You can also charge your device using a USB cable connected to a computer, but charging might take longer.

CAUTION: Other chargers might not provide adequate power and might damage your device.

With the BlackBerry logo ( ) facing up towards the front of the device, connect the cable in the USB port on your device and plug the charger into a power outlet.

Tips: Charging your device

Your BlackBerry device uses a lithium-ion battery. To maximize your use of this type of battery, when possible, do the following:

- Avoid using your device while it's charging to help it charge faster.
- Charge your device often, even when the battery charge isn't low.
- Avoid charging, using, or storing your device in extremely hot or cold places, such as on a vehicle dashboard.
- Avoid leaving your device turned off with a low battery power level for an extended period of time.
- If your device has a removable battery and you aren't using your device for more than a few days, partially charge the battery. You can then remove the battery and store it in a dry place at room temperature to conserve battery power.

Battery and charging icons

The battery power level icons appear at the top of the home screen on your BlackBerry device.

	The battery is charging.
	The battery is fully charged.
	The battery isn't charging because the power source isn't providing enough power. Use the charger that came with your BlackBerry device to charge the battery.

	The battery charge is low, and your wireless connections might turn off to conserve power. If the battery charge gets too low, your device might turn off. Save any work in progress and charge your device.
	There is a problem with the battery, and the battery might need to be replaced. Only use a battery that is approved by BlackBerry for your device model.
	The battery isn't inserted.

Check your battery power level

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **About**.
3. In the **Category** drop-down list, tap **Hardware**.
4. To view the percentage of remaining battery power, see the **Battery** section.

Monitor the battery life, memory usage, CPU usage, and storage space on your device

You can check how much battery time and power you have remaining, how much device memory is being used, and how much storage space is available. You can also monitor which apps and services are using the most battery power, device memory, storage space, or CPU resources, and you can close or delete some apps to help save battery power or improve the device performance.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **App Manager** > **Device Monitor**.
3. To monitor different types of device statistics, at the top of the screen, tap **Battery**, **CPU**, **Memory**, or **Storage**.

Tip: On the Battery and CPU screens, you can view device and usage statistics from different time frames. To change the time frame for the statistics on the Battery or CPU screens, at the top of the screen, tap **Device Monitor**. Tap a time frame.

View battery and usage stats for a specific app or service

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **App Manager** > **Device Monitor**.
3. Tap an app or service.

Close or delete apps from the Device Monitor screen

If you notice that an open app is using a lot of battery power, device memory, or CPU resources, you can close it and end all processes associated with the app. You can also delete some apps permanently from the Device Monitor screen. Some apps must be installed and open at all times, so they can't be closed or deleted.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **App Manager** > **Device Monitor**.
3. Tap an app.
4. Do one of the following:
   - To close the app, tap .
   - To permanently delete the app, tap .

LED and battery notifications

A solid red LED can indicate that your BlackBerry device is turning on or restarting.

A flashing yellow LED can indicate that the battery power level is low and your device is charging.

A solid green LED can indicate that your device is plugged into a charger and that charging is complete.

Device and battery safety

You should only use the battery that BlackBerry specifies for use with your particular BlackBerry device model. If you use any other battery, you might invalidate any warranty provided with your device.

CAUTION: There is a risk of explosion if the battery is replaced with an incorrect battery type.

Device and battery disposal

Please recycle your BlackBerry device and battery in accordance with your local regulations. Do not dispose of either your device or battery in a fire. Your device or battery should not be placed in household waste bins.

For information about returning your device to BlackBerry for recycling and safe disposal, from a browser on your computer visit www.blackberry.com/recycling. The recycling and trade-up program is available only in certain areas.

BlackBerry and environmental sustainability

BlackBerry is committed to reducing the environmental impact of BlackBerry products. To learn more about the sustainability efforts at BlackBerry, visit http://www.rim.com/company/corporate-responsibility/product_sustainability.shtml.

View the safety, warranty, and privacy information for your device

To view the *Privacy Policy*, your BlackBerry device must be connected to the Internet.

Take a moment to review the license agreement, limited warranty, safety information, and privacy policy for your device. These documents are available from your device settings screen. They contain important information about terms and conditions of use, battery and other important safety precautions, and warranty coverage.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **About**.
3. In the **Category** drop-down list, tap **Legal**.
4. Tap a link.

Frequently asked questions: Battery and power

How can I extend battery life?

Battery life varies depending on how you use your BlackBerry device. To help battery power last longer, here are some considerations:

Dim the screen

Prolong battery life by changing your device settings to dim the screen.

Do any of the following:

- To adjust the screen brightness, choose a dark-colored wallpaper, or change the screen lock timeout, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Display**.
- To automatically lock your device and dim the screen when it's in a BlackBerry case or holster, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password** > **Lock Device When Holstered**.

Decrease volume

Do any of the following:

- To decrease the device volume, use the volume keys on the right side of your device.
- To adjust other volume settings such as application volume or notifications, on the home screen, swipe down from the top of the screen. Tap **Settings** > **System Volume** or **Notifications**.
- To adjust other volume settings, on the home screen, swipe down from the top of the screen.

Close apps

Increase how long a single charge lasts by closing any apps or features that you finished using so that they aren't continuously running in the background. Some features consume more battery power than others. Close or turn off these apps when you don't use them: The camera, the BlackBerry Browser, Voice Control, GPS, and Bluetooth technology.

Turn off connections

If your device is out of a wireless coverage area, turn off the connection so that your device doesn't search for a network signal continuously.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Network Connections**.

Update your software

You can often gain a boost in power savings by using the latest version of the BlackBerry 10 OS. If a software update is available for your device, a notification appears in the BlackBerry Hub.

Use a media card

Reduce power usage by keeping less data on your device. Save data to a media card instead of your device storage space.

Turn off the flash

Conserve more power by turning off the flash when taking pictures.

Tip: Like most electronic devices, your device battery drains less quickly if you keep it out of the sun and other hot places, keep the contacts clean, and charge it regularly. Avoid leaving your device turned off with a low battery power level for an extended time.

Where can I get a new or spare battery?

For the times when charging your BlackBerry device isn't convenient, you might want to keep an extra battery charged and ready. To purchase replacement or spare batteries for your device, visit http://shop.blackberry.com.

You can also find various charging solutions for car, home, office, and travel.

Accessibility

Customize your accessibility settings

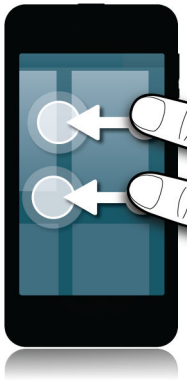
You can customize your BlackBerry device to help suit your needs. For example, you can magnify the screen, use your hearing aid with your device, and change the font size.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Change your settings.

Turn on Magnify mode

You can use Magnify mode to enlarge the information on your BlackBerry device screen. You can zoom in to or zoom out from the screen, even if you use an application that doesn't normally support zooming.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Set the **Magnify Mode** switch to **On**.
   The information on the screen immediately appears larger.
4. To move around the magnified screen, use two fingers to move the screen in whatever direction you want to go.



Customize the magnification level

When you use Magnify mode, you can customize the level of magnification on the screen. To adjust the magnification without leaving your current screen, in magnification mode do one of the following:

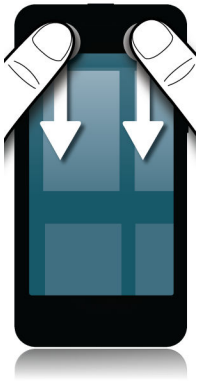
- To increase the magnification, zoom in by sliding your fingers apart.
- To decrease the magnification, zoom out by sliding your fingers together.

If you reach the maximum magnification, your BlackBerry device vibrates.

Temporarily turn off Magnify mode

There may be times when you want to temporarily turn off the magnification of your screen to see the whole screen at once, and then turn on Magnify mode again to continue what you were doing. To temporarily turn off Magnify mode:

- Using two fingers, swipe down from the top of the screen.



To turn on Magnify mode again, repeat the above step

Change your font size

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Display**.
3. In the **Font Size** drop-down list, tap the size of font that you want to use.

Turn on Hearing Aid mode

This feature might not be supported depending on your BlackBerry device model.

Hearing Aid mode is designed to improve the compatibility of your device with your hearing aid. When you have Hearing Aid mode turned on, appears on the Status bar.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility** > **Hearing Aid Settings**.
3. Set the **Hearing Aid Mode** switch to **On**.

Turn on TTY support

The TTY device that you want to connect to your BlackBerry device must operate at 45.45 bps.

TTY support is designed to allow your device to connect with an external TTY device that converts received calls to text.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your device. To get an adapter accessory that BlackBerry has approved for use with your device, visit www.shopblackberry.com.

1. Connect a TTY device to your device according to the instructions that came with your TTY device.
2. In the Phone app, swipe down from the top of the screen.
3. Tap > **TTY**.
4. Set the **TTY** switch to **On**.

Turn on or turn off the BlackBerry Screen Reader

The BlackBerry Screen Reader provides text-to-speech (TTS) interaction with the display on your BlackBerry smartphone.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Tap **Screen Reader**.

4. Set the **Screen Reader** switch to **On**.
5. Tap to select **Continue**, then double tap to proceed.

   If you don't want to see this verification message each time you turn on the BlackBerry Screen Reader, turn off the **Confirmation Message** option in the screen reader settings.

You can also quickly turn on the BlackBerry Screen Reader by triple-pressing the Power key. If you don't want to be able to turn on the BlackBerry Screen Reader in this way, you can turn off the **Enable using triple tap** option in the screen reader settings.

To turn off the BlackBerry Screen Reader, triple-press the **Power** key.

BlackBerry Screen Reader settings

Turn on or turn off the Dark Screen mode

If you are using the BlackBerry Screen Reader, you can add privacy and conserve battery life using Dark Screen mode. This mode turns the screen display backlighting down to 10% brightness.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. Set the **Dark Screen Mode** switch to **On**.

Adjust the volume, speed, and pitch

You may want to increase the speed of the BlackBerry Screen Reader when you're surfing the Internet, or slow it down when you're getting instructions. You might want to increase the volume when you're outside, or decrease it when you're at home or in a quieter space. You might also want to adjust the pitch to make the reader easier to understand. The BlackBerry Screen Reader lets you adjust the volume, speed, and pitch of the reader to provide a personalized experience for any situation.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. Move the **Volume**, **Speed**, and **Pitch** sliders.

Adjust the verbosity

There are times when you need all the information you can get. In those instances, set the verbosity of BlackBerry Screen Reader to high. Once you get more familiar with the device, you can change the verbosity to low to include less information.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. Tap **Verbosity**.
5. In the drop-down list, tap **High** or **Low**.

Turn on the Silent on Calls setting

No one wants to be interrupted when on a phone call. The Silent on Calls setting prevents the BlackBerry Screen Reader from reading back information while you're on a call.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. Set the **Silent on Calls** switch to **On**.

Turn on or turn off Keyboard Echo

Make sure you're saying what you think you are saying. The Keyboard Echo feature reads information back to you when you're typing in a text field.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. Tap **Keyboard Echo**.
5. In the drop-down list, tap **None**, **Characters**, **Words**, or **Characters and Words**.

Change the language that the BlackBerry Screen Reader uses

If you speak more than one language, your BlackBerry Screen Reader can, too. You can quickly change the TTS language if you're reading web content or email in a different language than the preferred language that you set for your BlackBerry device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Tap **Screen Reader**.
4. In the **TTS Language** drop-down list, tap a language.

BlackBerry Screen Reader gestures

The BlackBerry Screen Reader uses a combination of gestures that are used in other apps on your BlackBerry device and gestures that are specific to the BlackBerry Screen Reader. Gestures that start at the edges of the screen (such as swiping down from the top to access Settings or swiping up from the bottom to minimize an app) are the same in the Screen Reader app as they are in all other apps. However, there are additional gestures that will help you navigate when the BlackBerry Screen Reader is turned on.

Note: There are also additional gestures used in specific apps, such as the BlackBerry Calendar app, the Phone app, BlackBerry Hub and on the home screen.

Task	Gesture
Set and speak the point of regard **Note:** A point of regard can be a field, button, selection area, link, application, paragraph, sentence, word, title, image, or any other display feature.	Tap with one finger.
Access Discovery mode **Note:** Discovery mode enables you to interact with points of regard, such as letters, words, buttons, links, menu items, and pictures. These points of regard are highlighted on the display.	Tap and hold with one finger, then move your finger. The point of regard is set to the object under your finger.
Read description of the point of regard	Tap with two fingers.
Activate a point of regard **Note:** When you activate a point of regard, you are indicating that you want to interact with that part of the display.	Double-tap with one finger.
Select an item	Triple-tap with one finger.
Press and hold	Double-tap and hold.
Navigate to the previous or next point of regard	Swipe left with one finger to go to the next point; swipe right with one finger to go to the previous point.
Pan or scroll a list	Swipe up with two fingers to scroll toward the top; swipe down with two fingers to scroll toward the bottom.
Go to the top or bottom of a display area	Swipe up with two fingers and hold to go to the top; swipe down and hold with two fingers to scroll to the bottom.

Task	Gesture
Change slider value	Swipe up with one finger to increase the slider value; swipe down with one finger to decrease the slider value.
Move to the previous or next section of text (such as a character, word, line, sentence, or paragraph) or web content (such as headings and links).	Swipe left with one finger to go to the previous text or content; swipe right with one finger to go to the next text or content.
Change the text or web content size	Swipe up with one finger while in the content to increase the size; swipe down with one finger while in the content to decrease the size.
Move left, right, up, or down	Swipe left, right, up, or down with three fingers.
Stop the BlackBerry Screen Reader from reading that point of focus	Swipe down and then to the left with one finger.
Perform the default action of the application (such as take a picture with the Camera app, or start and stop a video in the Video app)	Double-tap with two fingers.
Mute the BlackBerry Screen Reader	Swipe down and to the left with two fingers.
Read the time and date	Quickly swipe down and then slide up with one finger.
Read the status bar information (including battery and radio connectivity)	Quickly swipe up and then slide down with one finger.

Using BlackBerry Screen Reader Quick Settings mode

With the Quick Settings mode, you can change frequently changed settings and access additional BlackBerry Screen Reader features. When you enter Quick Settings mode, you have 3 seconds to complete a task. If you don't complete a task, the device automatically exits the mode, and vibrates briefly to notify you. When you enter Quick Settings mode, a vertical list of tasks appears. You can use the following gestures to interact with the list.

Task	Gesture
Access Quick Settings mode	Swipe down and to the right with one finger
Select an item	Tap with one finger. After the selection is made, the device exits Quick Settings mode.
Switch on or switch off an item	Tap with one finger to turn on or turn off the switch. After 3 seconds, the device automatically exits Quick Settings mode.
Select an item from a list	Tap with one finger to move between the choices. Each tap moves you to the next choice. When you get to the last item

Task	Gesture
	in the list, the next tap returns to the top of the list. After 3 seconds, the device automatically exits Quick Settings mode.
Select an item from a list using Discovery mode	Tap and hold with one finger. Drag the finger up or down the list, then tap with a second finger to select a list item. The device does not automatically exit Quick Settings mode.
Change speech volume	Swipe up with one finger to increase the volume. Swipe down with one finger to decrease the volume.
Change speech verbosity	Tap with one finger to change the verbosity level. Levels to choose from are either High or Low.
Change speech speed	Swipe left with one finger to decrease the speech rate. Swipe right with one finger to increase the speech rate.
Rewind speech	Swipe up and down to replay the last ten spoken items.
Spell the word	Swipe left to spell the last item spoken letter by letter. Swipe right to phonetically spell the last item (for example, Alpha, Bravo, and so on). Spelling can also be used with Rewind to spell the last ten spoken items.

Using BlackBerry Screen Reader gestures in the BlackBerry Calendar, Phone app, and BlackBerry Hub

There are specific BlackBerry Screen Reader gestures you can use in the BlackBerry Calendar app.

Task	Gesture
Move to the next day, week, or month	Swipe to the right with three fingers.
Move to the previous day, week, or month	Swipe to the left with three fingers.

There are specific BlackBerry Screen Reader gestures you can use in the Phone app.

Task	Gesture
Answer a phone call	Double-tap with two fingers on the incoming call screen.
Ignore a phone call	Double-tap and hold with two fingers on the incoming call screen.
Hang up the phone	Double-tap and hold with two fingers anywhere on the device screen.

There is a specific BlackBerry Screen Reader gesture you can use in the BlackBerry Hub.

Task	Gesture
Delete the user-friendly form of an email address from the To or CC fields of messages.	Tap to select the address, then swipe to the left with three fingers.

Using the BlackBerry Screen Reader on the home screen

When you're on the home screen, you can use these additional BlackBerry Screen Readergestures.

Task	Gesture
Switch between the work and personal workspaces	Swipe down near the right side of the screen using three fingers.
Minimize the application and show your Active Frames	Swipe up from the bottom. This is the same as the gesture used outside the BlackBerry Screen Reader.
Close an Active Frame	Tap and hold with one finger, then move your finger to the app. The point of regard is set under your finger. Then, double-tap with two fingers to close the app.
Delete an app on the home screen	Tap with one finger to select the item you want to delete. Tap and hold with one finger to enter the home screen delete mode. Double-tap with two fingers to delete the app.

Using BlackBerry Screen Reader gestures with the BlackBerry Keyboard

The BlackBerry Screen Reader uses a few additional gestures with the BlackBerry Keyboard.

Task	Gesture
Switch the keyboard layout	Swipe down with one finger.
Accept word prediction	Swipe up with one finger.
Delete a word (for languages that read left to right)	Swipe from right to left with two fingers.
Delete a word (for languages that read right to left)	Swipe from left to right with two fingers.

Turn on Closed Captions

Closed Captions displays text on your BlackBerry device screen when you play video files that support closed captioning.

1. On the home screen, swipe down from the top of the screen.

2. Tap **Settings** > **Accessibility**.
3. Set the **Closed Captions** switch to **On**.

BlackBerry Link features on your device

About BlackBerry Link features on your device

If you have BlackBerry Link on your computer, you can use your BlackBerry device to:

- View and delete files that are stored on your computer.
- Sync your music, pictures, videos, and documents between your device and your computer.

To download the latest version of BlackBerry Link to your computer or to transfer data to a new device, visit www.blackberry.com/BlackBerryLink.

Working with files stored on your computer

Access files stored on your computer

If you are running the latest version of BlackBerry 10 OS, you can use your BlackBerry device to view and delete music, pictures, videos, and documents on your computer. To use this feature, BlackBerry Link must be open on your computer, and associated with your BlackBerry ID.

In BlackBerry Link on your computer, you can specify the folders that you want to access.

1. Connect your device to a wireless network. For example, a Wi-Fi network.
2. In the File Manager app, tap . If BlackBerry Balance is enabled on your device, use the File Manager app in your personal space.
3. Tap the computer that you want to access.

Tip: Check your computer settings or connect your computer to a power source to prevent your computer from entering sleep mode or turning off.

Edit or delete a file

Do one of the following:

- To edit a file that's stored on your computer, tap the file. If your BlackBerry device supports editing the file, tap .

  Tip: If you save your changes in the default location, the icon indicates when BlackBerry Link is syncing the file and overwriting the original version on your computer.

- To permanently delete a file that's stored on your computer, touch and hold a file. Tap .

Copy a file to your device

After you save a file that's stored on your computer to your BlackBerry device, you can view the file even when you're not connected to the Internet.

1. Touch and hold a file that's stored on your computer.
2. Tap .
3. Navigate to where you want to save the file. For example, on your media card.
4. Tap **Paste**.

If BlackBerry Link syncs your device and computer files, you might have two versions of the file on your computer (the original file and the version that you saved to your device). Make sure that you open the version that you last edited before making additional updates to the file.

View paired computers

Your BlackBerry device can be connected to up to ten computers using BlackBerry Link.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry Link**.

Tip: To access your computer files over the mobile network, change the **Use Mobile Network** switch to **On**.

To remove a computer from the list, touch and hold a computer. Tap .

Troubleshooting: BlackBerry Link

I can't access files on my computer

To access your computer files using your BlackBerry device, BlackBerry Link must be open on a computer that's connected to the Internet.

If you don't see your computer as a source in the File Manager app, try the following:

1. Minimize File Manager and verify that you don't see on the app. If you see this icon, use the File Manager app in your personal space.
2. On the home screen, swipe down from the top of the screen.
3. Verify that your device is connected to a wireless network.
4. Tap **Settings**. Do the following:

- In the **BlackBerry ID** section, verify that you are signed in using the same BlackBerry ID as on your computer.
- If your device is connected to a mobile network instead of a Wi-Fi network, in the **BlackBerry Link** section, change the **Use Mobile Network** switch to **On**.
- In the **BlackBerry Link** section, verify that the **BlackBerry Link** switch is set to **On**.

If you still can't see your computer files, try any of the following from your computer:

- Verify that your computer is turned on and not in sleep mode.
- Verify that the files you want to access are in the location that is specified in BlackBerry Link.
- Some work or public networks might prevent you from accessing your files on your device. Try connecting to a different network and try again.

For more troubleshooting information, see the help in BlackBerry Link on your computer.

I have duplicate contact and calendar entries

If you imported contact and calendar entries using BlackBerry Link, you might see duplicate entries on your device after syncing your device and computer.

You can remove duplicates by merging contacts on your device and deleting duplicates in your address book, or by clearing your local data on your device.

To remove duplicate contact and calendar entries by deleting your local device data, do the following:

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap .
4. Tap **Clear Local Calendar** and **Clear Local Contacts**.

CAUTION: Clearing your local data will permanently delete any contact or calendar entries that you saved just locally to your device.

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STL100-2 / RFH121LW
STL100-3 / RFF91LW, RFK121LW
STL100-4/ RFA91LW

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
200 Bath Road
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United Kingdom

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